Twenty-nine days waiting, forty-one per cent external

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Declaring a blockage points at somebody; "in progress" points at nobody.**

Finding	Value
Waiting for an external supplier's reply	**29 days**
State displayed	**In progress**
Project board	**Green**
External share of total waiting time, across 14 projects	**41%**

What the agent does

Action	Done?
Ask somebody to declare a blockage	**No**

Action	Done?
Measure time since the last interaction with the third party	**Yes**
Flag beyond ten working days	**Yes**
Name the wait rather than the person responsible	**Yes**

> **It is the relationship, not the project, that unblocks it**: the flag goes to whoever holds the relationship with the third party, never the project manager alone.

The 41% do not say third parties are slow: they say the plan treats them as though they were internal.

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