



Artwork tracking — 92 requests a month

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78 answers in 10 minutes, 14 for a human · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Answers come from the production schedule, not from a commercial promise**: if a job has slipped, the store hears it from the agent before discovering it.

How the 92 requests break down

Family	Volume	Handling	Delay
Status of a job	58	Current step, who holds it, return date, direct link to the proof	10 minutes
Resending a delivered file	14	File in the right format, with its compliance sheet	10 minutes
Question about a template	6	Guideline rule quoted, with an example	10 minutes
Request outside the campaign plan	4	Escalated to the project manager	—

Family	Volume	Handling	Delay
Priority call between stores	3	Escalated to the project manager	—
Subjects needing discussion	7	Escalated — committing to a date is a decision, not information	—

What needs attention this week

Point	State	Deadline
3 proofs awaiting store approval	9 days, two reminders sent with the direct link	Print run in 6 days
Unspent budget of 2 partner brands	€11,400	Expires at year end

What is kept current in the CRM with no data entry

Data	Origin	What it is for
State of every creative job	Production schedule	Answering without asking anyone
Budget consumed by campaign and brand	Ad accounts + media plan	Seeing unspent budget before it expires
Deliverables owed under co-branding contracts	Contracts	Meeting the commitment without hunting for it
History of requests per store	Studio inbox	Spotting the stores the studio serves badly

The time returned, and its nature

Before	After	Nature of the gain
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5 hours a week from the production coordinator, across 40 interruptions	1 hour — the 14 real subjects	Time saved on interruption, the most expensive kind in a studio
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What is proposed: a weekly status sent on Friday to each store, with what is waiting on them. **Across the six stores where it was trialled, chasing fell by 68 %** — people chase when they do not know.

For the company to decide

Day and time for sending the weekly status: _____

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