Morning watch — 4 flags

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Fictional document — demonstration example

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Fictional document, produced for demonstration. **The third flag is the smallest and the most urgent:** four residents hold an appointment for a service that no longer exists, and nothing has flagged it to them yet. The four messages are drafted, each offering two slots under the right reason.

#	Flag	What triggered it	What it produces	Recipient	Chase
3	Phantom appointment reason	Service closed in June, reason still published	**4 residents will travel for nothing**	Portal administrator	**24 h**
1	Documents counter saturated	No slot opened since 02/06	**9-week wait**	Head of service + chief executive	7 d
2	17% no-shows at that counter	6% elsewhere	≈ 34 slots lost/week	Counter manager	7 d

#	Flag	What triggered it	What it produces	Recipient	Chase
4	96 slots never taken	Friday afternoons, 3 months	Officer time tied up	Counter manager	7 d

Flags 1, 2 and 4 are one story. The counter is booked nine weeks out, loses thirty-four slots a week to no-shows, and publishes ninety-six a quarter that nobody takes. Read separately they are three problems; read together they are a queue with no reason to exist.

Proposed chases

Flag	Without action	Then
3	Reminder at 24 h	Chief executive at 48 h
1, 2, 4	Reminder at 7 days	Chief executive at 14 days
All	—	Weekly summary, by counter

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