Morning watch — 4 flags

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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Fictional document — demonstration example

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Fictional document, produced for demonstration. **The first flag is the only one that creates an unkept promise.** The other three degrade the service; this one binds the authority to seventeen people.

#	Flag	What triggered it	Consequence right now	Recipient
1	Unanswered transfers	23 calls back to the switchboard since Tuesday 2 pm	**17 callbacks promised, unkept**	Head of department + front-office manager
2	Stale greeting	Closure ended 31/07	Playing for 8 days	Message administrator
3	Waiting doubled on Tuesdays	Rota change of 09/06	+ 1 min 40 on average	Front-office manager
4	19 hang-ups during the greeting	All after 50 seconds	19 calls lost	Front-office manager

> **The fourth flag probably contains its own cause.** Nineteen people who all hang up after fifty seconds are not hanging up at random: they are hanging up during a greeting that runs too long.

Flag 3 — why Tuesdays only

Day	Average wait before transfer	Officers on the front desk	Since 09/06
Monday	0 min 48	3	unchanged
Tuesday	**1 min 52**	**2**	**− 1 officer**
Wednesday	0 min 51	3	unchanged
Thursday	0 min 46	3	unchanged
Friday	0 min 44	3	unchanged

Putting the rota and the waiting times side by side gives the cause in one line. It is not a discovery: it is information nobody had placed together.

Proposed chases

Flag	Without action	Then
1	Reminder at 4 h	Chief executive at 8 h
2, 3, 4	Reminder at 48 h	Chief executive at 96 h
All	—	Weekly summary, by department

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