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 sending hours are part of the arrangement.** In July and August nothing goes out between 9 am and 6 pm: a flag read on a peak-season Saturday is not read.

#	Flag	What triggered it	Scope	Recipient	Sent
1	Instructor qualification expired	Valid to 28/07	**11 sessions, 3 with minors**	**Operations manager, alone**	18:30
2	Public liability expiring	Due in 16 days	The whole operation	Operations manager	18:30
3	23 groups with no name list	House rules	23 bookings	Reception	18:30
4	Child rate differs	Update of 12/07	**41 bookings**	Website administrator	Monday

The first flag goes to one person only. An expired qualification circulated to the team names an employee in front of their colleagues, when the subject is a calendar gap.

Flag 4 — the 41 bookings

Difference	Website	Sales system	Bookings taken since 12/07
Child rate, Discovery course	**€14**	**€16**	41

The website advertises less than the system charges. The direction is what matters: the 41 customers booked against a €14 advertisement and will be charged €16. The other way round it would have cost money; this way it costs complaints at reception.

Proposed chases

Flag	Without action	Then
1 and 2	Reminder at 24 h	Management at 48 h
3 and 4	Reminder at 72 h	Management at 7 days
All	—	Summary Monday morning

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