Seventy-one unanswered — three families

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Twelve procedures to write, and they can be counted on your fingers.** It is not a training plan, it is a shopping list.

Family	Questions	What it calls for	Effort
Existing procedure not opened to the agent	**38**	**An access to grant**	**Minutes**
Particular cases calling for judgement	**21**	**Nothing — "ask your manager"**	**None**
Procedure that does not exist	**12**	**Writing it**	**Half a day each**

The second family calls for nothing, and that has to be said. Twenty-one questions call for a judgement each time; writing a procedure to cover them would produce a rigid rule where the department needs to exercise judgement.

The twelve procedures to write, by frequency

#	Subject	Times it was missing
1	**Document outside the list proving the same thing**	**34**
2	Handling a request received twice	9
3	What to do with an abandoned case	7
4	Resident represented by an unauthorised third party	6
5 to 12	8 subjects	2 to 5 each

The thirty-eight accesses to grant

Where the procedure sits	Questions concerned
Share not opened to the agent	**26**
Paper binder	**9**
A department's mailbox	3

Twenty-six questions are settled by opening a share. It is the best return in this document, and it requires neither writing nor training.

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