The 10-Minute Operating Check

Choose one promise someone counted on you to keep. Use the next ten minutes to decide what to try, who will own it, and when you'll check the result.

0–2 MINUTES

Name the promise.

What did a customer, patient or teammate expect? Pick one group and one time period. "Friday pickups ready by 3" is specific enough to count.

2–5 MINUTES

Count what happened.

Write how many were due and how many met the promise. Divide the second number by the first. If there were no eligible cases, choose another period.

5–8 MINUTES

Follow one miss.

Ask the person who handled it where they first had to wait or repeat work. Record what you observed and what you still need to verify.

8–10 MINUTES

Make one small test.

Pick one change for the next comparable period. Name an owner, a review date and a second measure that would reveal an unwanted side effect.

WORKED EXAMPLE

Four late pickups on a busy Friday

A shop promised 20 pickups by 3 p.m. Sixteen were ready. Its on-time rate was 16 ÷ 20 = 80%. Three of the four late tickets lacked a pickup time. That is a clue worth testing.

Next Friday, the shift lead will confirm a time when each order is taken. At close, compare the on-time rate and the number of calls made to clarify an order.

Try yours on page 2. A ten-minute check can end with a better question. If you still need evidence, give someone ownership of finding it.

Run your own check

Type in the shaded fields or print this page. Reuse a blank copy for each test.

What did we promise, to whom, and by when?

What happened during the period?

Period / number due / number on time / on time ÷ due × 100

Where did one case get stuck? Who can verify it?

What will we test, who owns it and when will we review it?

What would justify keeping the change? What else will we watch?

Take your next step

Small business owners

If the miss cost time or materials, price the rework against one sale.

Healthcare leaders

If access or labor changed, trace it to the budget and the people affected.

Team leaders

If the same miss recurs, follow the handoff and agree on a named owner.

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