FREE GUIDE · NO CONSULTANT REQUIRED

# The 7-Day Operations Audit

A week-by-week method for turning everyday operational friction — overrunning meetings, approvals nobody signs, supply-house runs, work redone because the brief was vague — into an annual dollar figure your leadership team can act on.

Includes the pricing worksheet Remembrdr uses, so you can run the whole audit on paper before you automate any of it.

remembrdr.com

WHY THIS EXISTS

# Start here

Lost time never appears on a profit and loss statement. It comes out of margin quietly: a technician waiting twenty minutes for a part, an invoice sitting three days for a signature, a job redone because the scope was verbal. Each one is too small to escalate, and together they are usually the largest uncosted line in the business.

This audit takes seven days and no consultant. At the end you have one number you can defend, a ranked list of what causes it, and three fixes with owners and dates. Run it on paper with the worksheet at the back of this guide, or let Remembrdr collect and price the entries for you.

### Three rules that keep the number credible

1. Price observed frequency, never assumed frequency. If an item was logged three times across two weeks, its weekly rate is 1.5 — not 3, and not 5.

2. Use 48 working weeks a year. Leave, holidays and slow weeks are real.

3. Never expose an individual's entries. Report by item and by department. The moment the audit reads like surveillance, the entries stop being honest and the number stops being true.

## The week at a glance

| Day | Focus | What you finish with |
|---|---|---|
| 1 | Map the team and what an hour costs | A rate for every person |
| 2 | Collect the friction, one minute a day | Entries arriving daily |
| 3 | Name the recurring items | 10-15 named items |
| 4 | Put a defensible price on it | An annual dollar figure |
| 5 | Find where it concentrates | A ranked concentration map |
| 6 | Model the fix before you fund it | Recovery vs cost of fix |
| 7 | Leave with owners, dates and a baseline | Owners, dates, baseline |

DAY 1

# Map the team and what an hour costs

List every person who touches the work, the department they sit in, and their loaded hourly cost — wage plus payroll tax, insurance, vehicle and tools. If you only know salaries, divide annual cost by 1,920 hours. Round to the nearest $5; precision matters less than being honest.

## How to do it

- Enter each person once, with one department.
- Use loaded cost, not the wage on the payslip.
- Ten minutes of work. Do not wait for perfect numbers.

### Watch out

You cannot price a lost hour until you know what an hour costs.

## Worksheet — Day 1

| Person | Department | Loaded $ / hour |
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DAY 2

# Collect the friction, one minute a day

Everyone answers one question at the end of the day: what slowed you down today, and roughly how long did it cost? One entry, one date. Nobody writes a report, and nobody sees a colleague's words.

### How to do it

- Log the date it happened, not the date you remembered it.
- Estimate minutes in blocks of five.
- If nothing slowed you down, log nothing — a blank day is data too.

**Watch out**

Anonymity is what keeps the entries honest. Guard it in week one.

## Worksheet — Day 2

| Date | What slowed you down | Minutes |
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DAY 3

# Name the recurring items

By day three the same handful of problems repeats. Give each one a short, neutral name — 'waiting on approval', 'supply house run', 'callback rework' — and file every entry under it. Names, not stories, are what you can count.

## How to do it

- Cap the list at 10-15 named items.
- Neutral names only: describe the blocker, never the person.
- New pattern on day 5? Add it and keep going.

### Watch out

A named, repeating item is a fixable process. A one-off is just a bad day.

## Worksheet — Day 3

| Named item | Entries so far | Departments affected |
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DAY 4

# Put a defensible price on it

Convert minutes to money using observed frequency, not a guess. Take the total minutes logged against an item, divide by the number of distinct weeks it was actually logged, and you have a weekly rate. Multiply by the hourly cost, then by 48 working weeks.

## How to do it

- Annual cost = (total minutes ÷ weeks logged ÷ 60) × hourly cost × 48.
- Never annualise a single entry as if it happens every week.
- 48 weeks, not 52 — leave room for leave and holidays.

### Watch out

One inflated number destroys the credibility of the whole audit.

## Worksheet — Day 4

| Named item | Total mins | Weeks | $ / hour | Annual $ |
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DAY 5

# Find where it concentrates

Total by named item, then by department. Almost always two or three items carry most of the cost, and one team carries most of the pain. That concentration is the finding — not the grand total.

## How to do it

- Rank items by annual dollars, highest first.
- Cross-check against department headcount before you conclude anything.
- Report department totals only. Never individual logs.

### Watch out

The grand total sells the problem. The concentration tells you where to act.

## Worksheet — Day 5

| Rank | Item or department | Annual $ | % of total |
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DAY 6

# Model the fix before you fund it

For your top three items, ask what a realistic partial fix returns. If you eliminate 20%, 50% or 80% of an item, what comes back? Compare that against the cost of the change — a tool, a template, a standing decision, a delivery run.

### How to do it

- Model 20 / 50 / 80 percent. Do not model 100.
- Recovered dollars must exceed the cost of the fix, or drop it.
- Prefer fixes that need a decision, not a purchase.

### Watch out

A recovery figure with a price tag beside it is what gets approved.

## Worksheet — Day 6

| Item | Fix considered | % removed | $ recovered | Cost of fix |
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DAY 7

# Leave with owners, dates and a baseline

Pick the top three, give each one a named owner and a date, and write down this week's numbers as your baseline. Re-measure in 30 days against that baseline and report recovered hours and dollars.

## How to do it

- Three fixes maximum. Three is a plan; ten is a wish list.
- Every fix gets one owner and one date.
- Freeze the baseline in writing before anything changes.

### Watch out

Without a frozen baseline you can never prove the recovery.

## Worksheet — Day 7

| Fix | Owner | Date | Baseline $ this week |
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THE MATH

# The pricing worksheet

Every figure in this audit comes from one formula. Work an example first, then copy the blank table underneath for each of your own named items.

```
annual_cost = (total_minutes ÷ weeks_logged ÷ 60) × hourly_cost × 48
```

Worked example: 'waiting on an approval' was logged 6 times across 3 weeks, 35 minutes each — 210 minutes total. 210 ÷ 3 ÷ 60 = 1.17 hours a week. At $45 an hour that is $52.50 a week, or $2,520 a year, per person affected.

## Blank pricing table

| Named item | Total mins | Weeks logged | Hrs / week | $ / hour | Annual $ |
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## Day 7 commitment sheet

| Fix | Owner | Date | Annual $ at stake | Recovery target |
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AFTER THE WEEK

# Keeping it honest in month two

Most audits die because the collection stops. Four habits keep it alive:

- One question, every day. Thirty seconds per person. The moment it becomes a form, entries stop.
- Re-measure at 30 days. Compare against the frozen baseline and publish the recovered hours.
- Retire fixes that did not work. A fix with no measurable recovery gets dropped, not defended.
- Keep individual entries private, permanently. Department totals are enough to run the business.

## Want the week run for you?

Remembrdr collects the daily entries, applies the observed-frequency math on every item, ranks the cost by department, and writes a briefing management actually reads. Start at remembrdr.com — this guide and worksheet are free to use with or without it.

© Remembrdr. Free to print and share inside your own business. Figures produced with this worksheet are estimates based on the entries you log.