APPROVAL-PROCESS CASE STUDY

Collect timing evidence before replacing the system

QUESTION

Where do approval requests wait, and what change is justified?

RECOMMENDATION

Measure the stages first. Test routing only if assignment delays are confirmed.

Fictional example or fill-in prompts. Replace with your own approved evidence.

The case covers twenty completed requests

BOUNDARY

One team; twenty completed requests.

Sample dates are not supplied in this fictional example.

SOURCE RECORD

The log contains submission and completion dates.

It has no intermediate timestamps.

Fictional example or fill-in prompts. Replace with your own approved evidence.

The median elapsed time is six working days

OBSERVED FINDING

Six working days is the median for the reviewed requests.

It is not the duration of every request.

KEEP BESIDE THE NUMBER

Define the working-day calendar and sample dates before using real data.

No causal explanation is established.

Fictional example or fill-in prompts. Replace with your own approved evidence.

The log cannot locate the waiting stage

WHAT IS MISSING

Assignment, active-review and missing-information timestamps.

WHY IT MATTERS

Changing routing may not help if most waiting occurs during active review.

Fictional example or fill-in prompts. Replace with your own approved evidence.

Compare three options before committing

KEEP THE PROCESS

Avoid transition work.

The cause of waiting stays unresolved.

TEST ROUTING

Add stage-level timing.

Pilot only if assignment delay is supported.

ASSESS REPLACEMENT

Evaluate requirements and implementation.

No cost or benefit claim yet.

Fictional example or fill-in prompts. Replace with your own approved evidence.

Agree the owner, measurement and review condition

NEXT STEP

Name an owner and collect stage-level timestamps.

Compare like-for-like requests before and during any pilot.

BEFORE EXPANSION

Review the evidence and workload.

No reduction in approval time has been measured.

Fictional example or fill-in prompts. Replace with your own approved evidence.