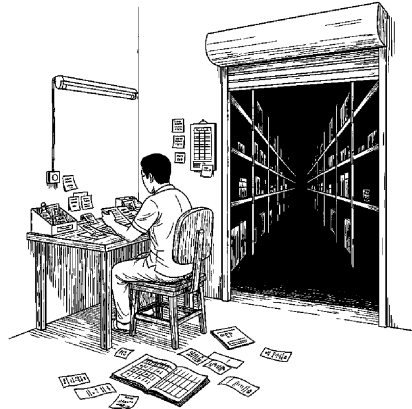


HIGH-VOLUME

WORKSHEET 2 OF 9

Weekly Rework Incident Log

Keep this sheet on the desk for one week. One row per incident where work had to be done more than once.



Complementary worksheet for
Cost Reduction Strategies
by Ibrahim Anwar

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What This Is For

Process costs — the cost of work done twice — rarely show up as a named line in any financial report. They hide inside overtime, inside late deliveries, inside "communication" hours, inside the manager's afternoon spent re-explaining something the staff should already know. The Weekly Rework Incident Log makes them visible in one week without any software, any system upgrade, or any consultant.

Carry this sheet for seven consecutive business days. Every time work has to be repeated — an order re-entered, an invoice re-sent, a delivery re-confirmed, an instruction issued a second time — write one row. By Friday, you will have a specific, dollar-quantified picture of what process failure costs your operation each week. That figure, multiplied by 4.3, is the monthly cost of your current process gaps. For most small operations running this log for the first time, the number is uncomfortable.

Benefits

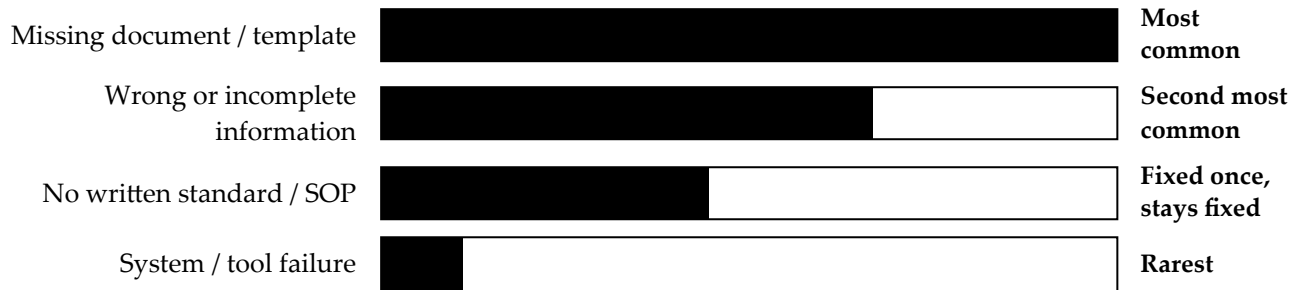
What you get when you actually run this worksheet on a real situation:

- Surfaces process costs that never appear in a P&L as a named line — makes the invisible visible in a single week.
- Produces a ranked list of which rework types are most expensive, so fixes can be sequenced by impact rather than convenience.
- Provides the real-dollar argument for writing a one-page SOP — the cost of the SOP's absence is on the sheet in front of you.
- Identifies whether the root cause pattern is systemic (missing SOP) or situational (one person, one bad week) before any corrective action is taken.
- Creates a before-and-after baseline: run the log again after any process fix to verify that rework actually dropped.

Framework To Use

— Root Cause Distribution

Where rework originates determines what kind of fix is worth the effort.



How To Use

Follow these steps in order. Each one builds on the previous.

- 1 Print or open this sheet on Monday morning. Keep it on your desk or in a shared location the whole team can reach.
- 2 Every time any work gets repeated — by you or by any staff member you observe — write one row immediately. Do not collect entries at day end; the details fade.
- 3 In the 'Root cause' column, pick exactly one: missing document, wrong information, or no written standard. If it is not clear, write 'unclear' and investigate at week's end.
- 4 At the end of each day, total the minutes for that day. Do not wait for Friday to start seeing the shape.
- 5 On Friday, add the full week's minutes. Multiply by the average hourly cost of everyone listed in the 'Who was involved' column. That is this week's process cost in dollars.
- 6 Multiply the weekly total by 4.3 to get a monthly estimate. This is the number worth showing anyone who questions why a process improvement is worth the time.
- 7 Sort all rows by root cause category. The category with the most rows is the starting point for a one-page fix — not a software purchase, not a new hire.
- 8 After implementing one fix (a checklist, a template, a decision rule), run the log again for one week. Compare the 'minutes' column totals. The difference is verifiable savings.

Example Use

A contract catering company with 14 staff runs the log for the first time. The owner expects the sheet to show a few minor items. By Wednesday it already has 11 rows.

By Friday the sheet holds 23 entries across the week. The owner adds the minutes column: 347 minutes, or roughly 5.8 hours. The crew involved averages \$18 per hour all-in including benefits. Weekly process cost: \$104. Monthly estimate: \$448.

The root cause column tells a clearer story than the time total. Fifteen of the 23 rows carry the same cause: "no written standard." Specifically, the weekly menu handoff from the kitchen supervisor to the delivery driver never had a written format. The driver would call back with questions on 30% of deliveries — asking about portion sizes, substitutions, delivery order for multi-stop runs — because the handoff was a verbal summary that varied by who gave it.

The driver calls average four minutes each. Fifteen calls per week: 60 minutes. At \$18 per hour, that single process gap costs \$18 per week, or \$77 per month. The fix is a one-page handoff sheet with fixed fields: stop order, portion counts, substitutions, dietary flags, client contact name. Took 45 minutes to design. Now takes 10 minutes to fill per job.

The owner runs the log again three weeks after implementing the handoff sheet. The "driver call-back" entries drop to two for the whole week. The other rework categories are unchanged, which confirms the improvement came from the fix — not from a lighter week. Verified monthly saving from one sheet: \$62. The sheet cost \$0 to produce.

Reflection Prompts

After filling in the worksheet on the previous page, work through these.

1. Add up total minutes across all rows. Multiply by the average hourly cost of the people involved. That number is this week's process cost. Multiply by 4.3 for a monthly estimate.

2. Which root cause appears most often — missing document, wrong information, or no written standard? That category is where a one-page fix will have the most leverage.

Tips and Traps

TIPS

- Write each row at the moment the rework happens, not at end of day. Memory compresses incidents; a row written in real time captures the exact cause.
- Include your own rework, not just staff rework. If you re-sent an email because the first had wrong figures, that is a row. Manager time is expensive time.
- After running the log for one week, rank root causes by total minutes, not by row count. Five ten-minute incidents of the same type cost more than ten two-minute incidents of another type.
- Use the log as a diagnostic, not a blame tool. The point of the 'who was involved' column is to identify which process the person is in, not to identify who is at fault.
- A one-page SOP fixes 'no written standard' once. But a SOP only works if the team knows it exists and can find it in under 30 seconds. File location matters as much as content.

TRAPS

- Only logging obvious rework — like a returned order — while missing subtler rework like a manager re-explaining a task verbally because there is no written guide. The subtler type is often more expensive per month.
- Using total row count as the headline metric. A week with 30 two-minute incidents costs far less than a week with 8 twenty-minute incidents. Dollars, not rows, is the right unit.
- Running the log once, seeing a high number, then doing nothing with it. The point is the fix, not the measurement.
- Attributing all rework to 'unclear instructions' from staff without asking what specific document or standard would have made the instruction unnecessary.
- Running the log in an unusually light or unusually heavy week and treating the result as normal. Two weeks of data is more reliable than one.

Appendixes

Appendix A — Weekly Process Cost Formula Card

| | |
|---|---|
| Step 1. Total minutes from all rows in the week | = W minutes |
| Step 2. Average hourly rate of involved staff | = \$H per hour |
| Step 3. Weekly process cost | = $(W \div 60) \times H = \$$ _____ |
| Step 4. Monthly estimate | = weekly cost $\times 4.3 = \$$ _____ |
| Step 5. Annual estimate | = monthly estimate $\times 12 = \$$ _____ |

Example:

W = 320 minutes

H = \$16/hour

Weekly cost = $(320 \div 60) \times 16 = \85

Monthly est = $85 \times 4.3 = \$366$

Annual est = $366 \times 12 = \$4,390$

Appendix B — Root Cause Quick Decision Card

MISSING DOCUMENT

Fix: create the document and establish a filing location

Timeline: one session (1-2 hours)

Verify: run log again in 2 weeks; does that root cause disappear?

WRONG INFORMATION

Fix: trace where the wrong information entered the process;
add a verification step at that point

Timeline: 2-4 hours to map and design the checkpoint

Verify: log again; does the information error rate drop?

NO WRITTEN STANDARD

Fix: write a one-page SOP; brief the team; post it where
the work happens

Timeline: 45 minutes to 2 hours depending on complexity

Verify: log again; does the same instruction need repeating?

Appendix C – Before/After Comparison Template

Process fixed: _____

Fix applied on: _____

BEFORE (week of _____):

Total rework rows in this category: _____

Total minutes in this category: _____

Estimated weekly cost: \$_____

AFTER (week of _____):

Total rework rows in this category: _____

Total minutes in this category: _____

Estimated weekly cost: \$_____

Verified weekly saving: \$_____

Verified monthly saving: \$_____ (× 4.3)

Verified annual saving: \$_____ (× 12)



WHERE THIS WORKSHEET COMES FROM

Cost Reduction Strategies

Find Where Costs Hide Before the Knife Touches Anything

by Ibrahim Anwar

This worksheet is one of nine in the *Cost Reduction Strategies* companion worksheet pack. The full pack is grouped into three categories: high-volume worksheets you can run weekly, niche-search worksheets for rare but high-value situations, and specific-case worksheets that walk you through a single concrete scenario.

Every framework, decision filter, and figure used in these worksheets is drawn from the chapters of the source book. The book sets the diagnosis, the worksheets give you the form to act on it.

Read the source book on Google Play Books:

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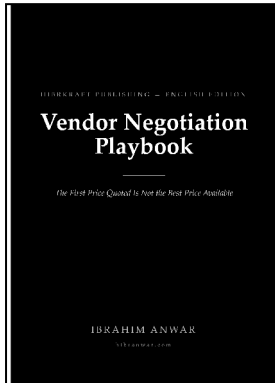
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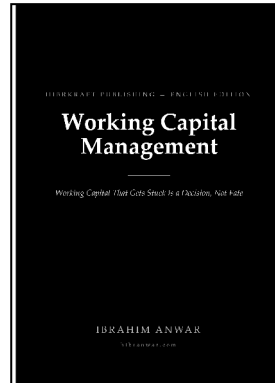
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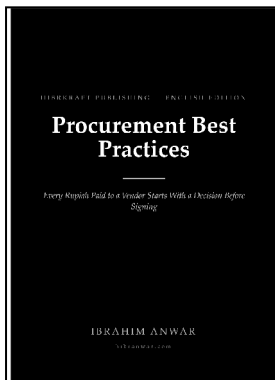
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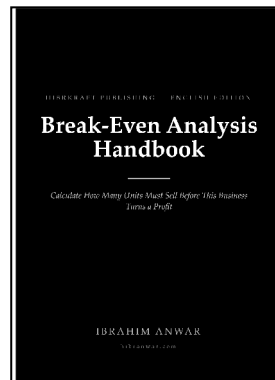
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