Map Your Patchwork

One process. Every system it touches. Where the friction really is.

Keep this out for the whole session. You will come back to it three times.

1 Pick one process. Something that crosses more than one system or more than one person.

Circle one or write your own: camp registration to receipt · gift arrival to acknowledgment · new member to welcome · event ticket to follow-up · _____

2 Draw the handoffs. Fill in only as many boxes as you need. Add more if five is not enough.

SYSTEM OR PERSON 1	→	SYSTEM OR PERSON 2	→	SYSTEM OR PERSON 3	→	SYSTEM OR PERSON 4	→	SYSTEM OR PERSON 5
Who owns this step?		Who owns this step?		Who owns this step?		Who owns this step?		Who owns this step?

On each arrow, mark: M if the handoff is manual · R if data gets retyped · X if something reliably gets lost here.

3 Tag the friction. Label every problem spot on your map with one letter. Then tally them.

T TECHNOLOGY
The systems genuinely cannot talk to each other. This is the one a new platform actually solves.
TALLY _____

D DATA
The records are wrong, duplicated, or ambiguous. A new platform will import all of it faithfully.
TALLY _____

P PROCESS
The workflow was never designed. It accreted, and it lives differently in three people's heads.
TALLY _____

O OWNERSHIP
Nobody owns the record, the decision, or the definition. **This is the one that kills implementations.**
TALLY _____

4 Before a platform decision would even matter, the thing I would have to solve is:

_____

_____

One process is a start. The real answers show up when you map all of them.

Lake One runs this exercise across a whole organization, and helps teams sort what is a system problem from what is not, before anyone signs anything.

BOOK A MAPPING CONVERSATION
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