

WORKFLOW CONTROL CANVAS

1



Name of Workflow

The specific process you are trying to improve.

2



Start & End Events (Boundaries)

Where the workflow begins and where it is officially done.

3



Owner & Backup

The person responsible for the workflow, plus who covers for them.

4



Volume & Timing Pattern

How often the work happens and when it tends to spike.

5



Fixed Constraint

The one thing you cannot change during this rollout.

6



Single Most Important KPI to Change

The one number that tells you whether the change worked.

7



Candidate Changes, Smallest to Largest Lift

Possible fixes, ordered from easiest to hardest.

8



Test Window & Rollback Plan

When you will test it and how you will undo it if needed.



How to use:

Work through the canvas top to bottom. Run the change. Measure the result. Iterate.