

# Workflow Tally Sheet

WORKFLOW: \_\_\_\_\_

UNIT OF WORK: \_\_\_\_\_

Observer: \_\_\_\_\_ Week of: \_\_\_\_\_

Run	Touch Time (min)	Wait Time (min)	Rework? (Y/N)	Error Type (if any)	Notes
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					

Run	Touch Time (min)	Wait Time (min)	Rework? (Y/N)	Error Type (if any)	Notes
12					
13					
14					
15					
Avg					

**Summary:**

Touch avg \_\_\_\_ min • Touch SD \_\_\_\_ • Wait avg \_\_\_\_ min • Wait SD \_\_\_\_ • Rework \_\_\_\_ of 15 • Error rate \_\_\_\_%

**Definitions**

**Touch time:** The minutes a person is actively working on this unit. Start the clock when they open the invoice, form, or file. Stop it when they hand it off or file it. If they pause for something unrelated, pause the clock.

**Wait time:** The gap between when the unit could move forward and when it actually does. An invoice that sits in an inbox for two hours before anyone opens it carries two hours of wait time, even if the coding itself takes four minutes.

**Rework:** Any instance where the unit had to go backward: returned for correction, re-entered, re-routed, or re-approved.

**Error type:** A short label for what went wrong. Use consistent labels across runs so you can count each type. Examples: “missing GL code,” “wrong contact record,” or “approval sent to wrong person.”