THE FRICTION LOG

FRICTION WEEK · NAME THE LACK

Name or team: _____ Week of: _____ Role: _____

Log it, don't fix it. Every time something slows you down, write one line. It should take under a minute. **Never write customer names, card numbers or passwords here.**

#	Day	What I was doing (the task)	What I heard or said	Tools involved	Minutes each time	Times this week	Notes (who it touches, workaround)
e.g.	*Fri*	*Working out weekly pay from the schedule*	*"I export it and then retype it"*	*Scheduling app, spreadsheet*	*90*	*1*	*Only one person knows the steps*
1							
2							
3							
4							
5							
6							
7							
8							
9							
10							
11							
12							

PHRASES TO LISTEN FOR

"I export it and then…" · data moved by hand
"I copy this into…" · tools that don't talk
"I retype / re-enter…" · typed twice
"Does anyone know a workaround?" · tool doesn't fit
"This takes my whole Friday." · big repeating block
"Only one person knows how." · lives in one head
"I double-check it every time." · low trust in a step

FRIDAY: TOTAL HOURS THIS WEEK _____ · MY TOP 3

1. _____
2. _____
3. _____

Hours for a line = minutes each time × times this week ÷ 60.

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