The wait on a storage request sits in the gaps between the steps

Four times on the next request, from records you already have

You can see each step of a storage request, but you may not have timed the gaps between them. The wait sits in the gaps.

Yes 2 Written down, with a date (a log, a screen, a document), and it meets your own plan.

Partly 1 Remembered, but not written down, or the record shows you missed your plan.

No 0 Nobody knows, or it was never done. A blank is a finding.

"None, checked on a date" counts as a record. No plan or target written down? Write your guess first, then measure: the guess is your plan.

Five questions about your own setup

1 The four times

Your answer, and where it is written down (with the date) For the next storage request, when was it asked, approved, handed over and working? Write each time.

No 0 | Partly 1 | Yes 2 Score 0, 1 or 2 This quarter Next quarter

How to raise it

Where to find it:
Asked: the email or ticket that carried the request. Approved: the approval message or the ticket's status history. Handed over: the ticket's close time. Working: the requester's reply, or the day you checked if no reply came.

To get it to a 2:
Four dated times for one real request, from records, not from memory.

What this does not prove:
One request is a sample, not a trend. Row 4 is how it becomes one.

2 What each gap waited for

Your answer, and where it is written down (with the date) Under each gap, what did the request wait for? Pick one: the ticket queue, an approval, a change window (a set time when changes are allowed), or the work itself.

No 0 | Partly 1 | Yes 2 Score 0, 1 or 2 This quarter Next quarter

How to raise it

Where to find it:
The ticket history, or ask the people who touched the request.

To get it to a 2:
Every gap has one written reason.

What this does not prove:
A written reason shows where the request waited. It does not show why that step is slow.

3 Where you think it waits longest

Your answer, and where it is written down (with the date) Before you look at the times, where do you think your last request waited longest: the queue, the approval, the change window, or the work itself? Write the guess, then write the longest gap you measured.

No 0 | Partly 1 | Yes 2 | Score 0, 1 or 2 | This quarter | Next quarter

> **How to raise it**
>
> **Where to find it:**
> The four times from row 1 and the reasons from row 2. Write the guess first, then compare.
>
> **To get it to a 2:**
> The guess written before you measured, next to the longest measured gap and what it waited for. If they differ, that is the finding.

4 Three requests, not one

Your answer, and where it is written down (with the date) For three requests, which wait repeats?

No 0 | Partly 1 | Yes 2 | Score 0, 1 or 2 | This quarter | Next quarter

> **How to raise it**
>
> **Where to find it:**
> Repeat rows 1 and 2 for the next two requests that come in.
>
> **To get it to a 2:**
> Three requests with four dated times each, and the wait that repeats written down.
>
> **What this does not prove:**
> Three requests show which wait repeats. They do not show the usual time for every kind of request.

5 What you can say upward

Your answer, and where it is written down (with the date) Can you say how long new storage takes, and where it waits, from your own records? Write the sentence with the date you measured it, next to the time your team promises requesters.

No 0 | Partly 1 | Yes 2 | Score 0, 1 or 2 | This quarter | Next quarter

> **How to raise it**
>
> **Where to find it:**
> Rows 1 to 4. The promised time is in your service targets or the request form. None written down? Write your guess and score against it.
>
> **To get it to a 2:**
> One sentence with a date, backed by the three requests, and it is inside the promised time (or the guess).
>
> **What this does not prove:**
> A sentence from three requests is a measured pattern, not a promise for every request.

Your total, out of 10

9-10 **Known** Score the same page again next quarter.

5-8 **Partly known** Fix your lowest row this week.

0-4 **Assumed** Do row 1 this week.

Two rules beat the total: if row 1 scores below 2, the result is Assumed. Any row that missed your plan or guess is your next step.

> Where do you think your last request waited longest: the queue, the approval, the change window, or the work itself?

What this does not prove

One request is a sample, not a trend, and it will not show why a wait happened. Do it for three requests and you will see which wait repeats.

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