

Interruption Tally

COMPLETED EXAMPLE / LANDSCAPING

One sheet per working day. Mark each interruption as it happens.

DATE: 10/12/2026

DAY: 1 OF 3

Print this page 3 times

Use roles, not names. A row should take about ten seconds. Circle Y if your judgment was required; O if it was only needed because support was missing; N if you never needed to be involved.

For O or N, circle the missing support: A authority · I information · P process · T tool · R training.

EXAMPLE: 8:15 | Crew lead | Text | Change job order | O | A

TIME	WHO (ROLE)	HOW	WHAT WAS IT ABOUT?	Y / O / N	A I P T R
8:05	Crew lead	Text	Approve \$80 mulch order	Y ☒ O N	☒ A I P T R
8:30	Admin	Call	Vendor arrival time?	Y O ☒ N	A ☒ I P T R
9:10	Crew lead	In person	Reroute crew 2	☒ Y O N	A I P T R
10:00	Crew lead	Text	Approve \$35 supplies	Y ☒ O N	☒ A I P T R
10:30	Crew lead	Call	Approve \$90 fuel order	Y ☒ O N	☒ A I P T R
11:40	Customer	Call	Scope change on-site	☒ Y O N	A I P T R
1:20	Crew lead	Text	Gate access code	Y O ☒ N	A ☒ I P T R
3:05	Admin	Chat	Standard add-on price	Y ☒ O N	A I ☒ P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R

TOTAL TODAY

8

Y 2

O 4

N 2

TOP BLOCKER

A - authority

An unusual day is not a trend. Complete three days, then use page 2 to choose one fix.

Interruption Tally

COMPLETED EXAMPLE / LANDSCAPING

One sheet per working day. Mark each interruption as it happens.

DATE: 10/13/2026

DAY: 2 OF 3

Print this page 3 times

Use roles, not names. A row should take about ten seconds. Circle Y if your judgment was required; O if it was only needed because support was missing; N if you never needed to be involved.

For O or N, circle the missing support: A authority · I information · P process · T tool · R training.

EXAMPLE: 8:15 | Crew lead | Text | Change job order | O | A

TIME	WHO (ROLE)	HOW	WHAT WAS IT ABOUT?	Y / O / N	A I P T R
8:10	Crew lead	Text	Approve \$110 sod order	Y ☒ O N	☒ A I P T R
8:55	Admin	Chat	Client access note	Y O ☒ N	A ☒ I P T R
9:30	Crew lead	Call	Equipment breakdown	☒ Y O N	A I P T R
10:15	Crew lead	Text	Approve \$45 repair parts	Y ☒ O N	☒ A I P T R
11:05	Customer	Call	Irrigation complaint	☒ Y O N	A I P T R
12:20	Crew lead	In person	Materials over \$150	☒ Y O N	A I P T R
1:00	Admin	Email	Invoice copy needed	Y O ☒ N	A I P ☒ T R
2:20	Crew lead	Text	Approve \$120 mulch	Y ☒ O N	☒ A I P T R
3:15	Admin	Call	Routine reschedule	Y ☒ O N	A I ☒ P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R

TOTAL TODAY 9

Y 3

O 4

N 2

TOP BLOCKER

A - authority

An unusual day is not a trend. Complete three days, then use page 2 to choose one fix.

Interruption Tally

COMPLETED EXAMPLE / LANDSCAPING

One sheet per working day. Mark each interruption as it happens.

DATE: 10/14/2026

DAY: 3 OF 3

Print this page 3 times

Use roles, not names. A row should take about ten seconds. Circle Y if your judgment was required; O if it was only needed because support was missing; N if you never needed to be involved.

For O or N, circle the missing support: A authority · I information · P process · T tool · R training.

EXAMPLE: 8:15 | Crew lead | Text | Change job order | O | A

TIME	WHO (ROLE)	HOW	WHAT WAS IT ABOUT?	Y / O / N	A I P T R
8:20	Crew lead	Text	Approve \$65 parts	Y ☒ O N	☒ A I P T R
9:00	Admin	Call	Signed quote location	Y O ☒ N	A ☒ I P T R
10:10	Crew lead	Call	Immediate safety issue	☒ Y O N	A I P T R
10:40	Crew lead	Text	Approve \$80 safety gear	Y ☒ O N	☒ A I P T R
11:25	Crew lead	Text	Approve \$70 fuel top-up	Y ☒ O N	☒ A I P T R
1:15	Customer	Call	Escalated complaint	☒ Y O N	A I P T R
2:35	Admin	Chat	Vendor contact info	Y O ☒ N	A ☒ I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R
				Y O N	A I P T R

TOTAL TODAY

7

Y 2

O 3

N 2

TOP BLOCKER

A - authority

An unusual day is not a trend. Complete three days, then use page 2 to choose one fix.

Your 3-Day Interruption Review

COMPLETED EXAMPLE / LANDSCAPING

Turn the observation into one improvement you can test.

1 COMBINE THE DAYS

DAY	TOTAL	Y (NEEDED)	O (IF FIXED)	N (NOT NEEDED)
Day 1	8	2	4	2
Day 2	9	3	4	2
Day 3	7	2	3	2

THREE-DAY TOTAL

24

POTENTIALLY REDIRECTABLE (O + N)

17

PERCENT POTENTIALLY REDIRECTABLE

70.8%

= (O + N) ÷ total × 100

A three-day sample is a starting point, not a reliable yearly forecast.

2 FIND THE MISSING SUPPORT

Circle the leading reason behind O / N interruptions:

☒ A Authority☐ I Information☐ P Process☐ T Tool☐ R Training

3 FIX JUST ONE REPEATED INTERRUPTION

The interruption that keeps recurring:

Nine routine supply approvals in three days

Change the rule, access, process, tool, or training:

Crew leads approve standard supplies up to \$150.

PERSON RESPONSIBLE

Owner + crew lead

FIRST TEST DATE

10/19/26

4 VERIFY THE CHANGE

Before: O + N per day, 3-day average

5.7/day

After: repeat 3 days; new O + N/day

Target: 2.9/day

An interruption count is not saved time. Verify minutes saved separately.