

One workflow audit

Workflow name: _____ Business: _____ Owner: _____

Trigger	What event starts it?
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Input	What is the minimum information needed?
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Record of truth	Where does the authoritative version live?
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Responsible person	Who checks the exceptions?
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Action	What changes, and who approves it?
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Receipt	How do you prove the action happened where it was meant to?
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Failure	What happens if a tool times out or creates a duplicate?
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Stop	How do you pause it without losing the record?
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Recovery

How do you restore or export, and carry on safely?

Example: a booking inquiry enters your customer list. Availability comes from the actual booking system, and a confirmation is sent only after the booking is accepted there. A made-up customer is used to test a duplicate and a failed booking. Measure handling time and failed or duplicate actions before and after. Do not project sales from one test.

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