

KAYUS SYSTEMS

PRACTICAL WORKFLOW RESOURCE

The 15-Minute Repetitive Work Check

A practical way to spot recurring work that consumes time without adding equal value.

The guiding principle

Simplify first. Automate second. Understand the work before deciding what, if anything, should be automated.

For small businesses, professionals, freelancers, creators, online sellers and small teams.

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Purpose and instructions

Use this resource to identify one repetitive workflow worth examining more closely.

What this check does

Repeated work is not automatically bad. Some repetition is necessary, valuable and best handled by a person. The problem begins when routine work creates avoidable delays, duplicate effort, preventable errors or constant manual follow-up.

This check helps you notice those patterns. It does not prescribe software, guarantee savings or decide that automation is always the answer.

How to complete it

1	Choose a normal working period Think about the last two to four weeks rather than an unusually busy or quiet day.
2	Answer quickly and honestly For each statement, select Never, Sometimes or Often.
3	Add the scores Never scores 0, Sometimes scores 1 and Often scores 2.
4	Review the pattern The total is a prompt for reflection, not a diagnosis.
5	Select one workflow Start with one important, frequent and frustrating task.

Keep people in control	Tasks involving judgement, sensitive conversations, unusual exceptions, approval, pricing or accountability may need to remain human-led.
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PART 1

The Repetitive Work Check

Select one response for every statement. Base your answer on how work currently happens.

A. Frequency and time

How often recurring work competes with higher-value work.

No.	Statement	Never 0	Sometimes 1	Often 2
1	I perform the same digital or administrative task several times each week.			
2	I repeatedly copy the same information between messages, documents or records.			
3	Routine follow-up takes time I would rather spend on customers or core work.			
4	A recurring task takes longer because I must remember each step manually.			

B. Friction and duplication

Where the workflow creates unnecessary effort or confusion.

No.	Statement	Never 0	Sometimes 1	Often 2
5	The same information is requested, entered or checked more than once.			
6	Work pauses while someone searches for a message, file, status or customer detail.			
7	Different people complete the same task in different ways.			
8	Small mistakes occur because the process depends on memory or repeated data entry.			

PART 1 CONTINUED

The Repetitive Work Check

Continue using the same Never, Sometimes and Often scale.

C. Communication and follow-up

How much effort is spent keeping routine work moving.

No.	Statement	Never 0	Sometimes 1	Often 2
9	I repeatedly answer the same basic questions.			
10	I manually remind customers, colleagues or myself about routine next steps.			
11	I must check several places to understand the current status of one request.			
12	Customers or colleagues sometimes wait because a routine update was missed.			

D. Control and consistency

Whether the process is clear enough to improve safely.

No.	Statement	Never 0	Sometimes 1	Often 2
13	The normal steps are predictable, even if some cases need special handling.			
14	I can clearly identify the information required before the task can begin.			
15	I know which decisions require a person and which steps are purely repetitive.			

Important

A high score does not mean the whole process should be automated. It means the workflow deserves a closer look.

PART 2

Review your score

Add the selected values from all 15 statements. The maximum score is 30.

Section	A	B	C	D
Your subtotal				

TOTAL SCORE: _____ / 30

Score	Review	What to do
0-7	Observe	Note any single item scored Often.
8-15	Review one workflow	Look for clearer steps, fewer handoffs or better organisation.
16-23	Prioritise	Choose one workflow with a meaningful operational impact.
24-30	Map before changing	Do not redesign everything at once; simplify one important workflow first.

**Use the score
carefully**

This is a self-review tool, not a benchmark. A low-frequency task can still matter if mistakes are costly or customers are affected.

PART 3

Reflection questions

Choose one workflow and understand it before looking for a solution.

1. Which recurring task received the clearest Often responses?

2. What event starts this task?

3. What information is needed before the work can begin?

4. Which steps are necessary, and which exist only because that is how work has always been done?

5. Where is information copied, retyped, searched for or checked more than once?

6. What usually causes delay, confusion or missed follow-up?

7. Which decisions require human judgement, approval or a sensitive conversation?

8. If the workflow improved, what practical difference would matter most?

**Choose evidence
over
assumptions**

If possible, review actual messages, records, calendars or documents. A workflow often looks simpler from memory than it is in practice.

PART 4

Next steps

Turn what you noticed into one practical improvement.

1	Name the workflow Describe it in plain language.
2	Write the current steps Record what happens from the first trigger to the final outcome.
3	Simplify first Remove unnecessary steps, repeated information and avoidable approvals.
4	Decide what should remain human Protect judgement, accountability and sensitive communication.
5	Only then consider automation Look for stable, repetitive supporting steps.
6	Test on a small scale Confirm the improved process works before relying on it widely.

Your first workflow to review

Workflow	
Main problem	
What must stay human	
First simplification to test	

OPTIONAL SUPPORT

When you want a second pair of eyes

You may be able to improve the workflow yourself. If it is important, tangled or difficult to describe, an independent review can help.

Kayus Systems helps small businesses, professionals, freelancers, creators, online sellers and small teams understand operational problems, simplify workflows and implement practical digital systems.

An assessment begins with the way the work currently happens. It does not assume that automation is the right answer. Important business decisions remain under human control.

Request a Kayus assessment

If you would like Kayus Systems to review one repetitive workflow, visit the website and describe the problem in everyday language.

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Educational resource. This document provides general workflow guidance and does not guarantee a particular operational or financial outcome.