

KAYUS SYSTEMS

PRACTICAL WORKFLOW RESOURCE

Business Time-Waster Inventory

A structured worksheet for observing where operational time is being lost before discussing solutions.

The guiding principle

Simplify first. Automate second. Observe the work before deciding what should change.

Official Version 1

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START HERE

Purpose and instructions

Capture evidence about recurring work before choosing what, if anything, should change.

What this inventory does

Operational time is often lost in small fragments: repeated follow-up, searching for information, waiting for approval, correcting avoidable errors or entering the same details more than once. This worksheet helps you record those patterns without assuming that software is the answer.

How to complete it

1	Observe normal work Use a representative period, such as the last two to four weeks.
2	Record recurring tasks Include routine operational and administrative work.
3	Estimate, do not over-engineer Reasonable frequency and time estimates are enough for a first review.
4	Describe what happens now Record tools, delays, interruptions, approvals and transfers without proposing solutions.
5	Review the pattern Choose one workflow for closer examination.
Keep estimates honest	If the pattern varies, note the range or uncertainty. The inventory is a working record, not a benchmark.

PART 1 - INVENTORY PAGE 1

Record the work

Complete one task block for each recurring activity you observe.

TASK 1

Recurring task		Estimated frequency	Approx. time spent
Who performs it	Current tools used		
Common delays	Common errors	Repeated questions / interruptions	
Approval steps	Manual data transfer	Duplicate work	
Customer impact	Business impact		
Notes			

TASK 2

Recurring task		Estimated frequency	Approx. time spent
Who performs it	Current tools used		
Common delays	Common errors	Repeated questions / interruptions	
Approval steps	Manual data transfer	Duplicate work	
Customer impact	Business impact		
Notes			

TASK 3

Recurring task		Estimated frequency	Approx. time spent
Who performs it	Current tools used		
Common delays	Common errors	Repeated questions / interruptions	
Approval steps	Manual data transfer	Duplicate work	
Customer impact	Business impact		
Notes			

PART 1 - INVENTORY PAGE 2

Record the work

Complete one task block for each recurring activity you observe.

TASK 4

Recurring task		Estimated frequency	Approx. time spent
Who performs it	Current tools used		
Common delays	Common errors	Repeated questions / interruptions	
Approval steps	Manual data transfer	Duplicate work	
Customer impact	Business impact		
Notes			

TASK 5

Recurring task		Estimated frequency	Approx. time spent
Who performs it	Current tools used		
Common delays	Common errors	Repeated questions / interruptions	
Approval steps	Manual data transfer	Duplicate work	
Customer impact	Business impact		
Notes			

TASK 6

Recurring task		Estimated frequency	Approx. time spent
Who performs it	Current tools used		
Common delays	Common errors	Repeated questions / interruptions	
Approval steps	Manual data transfer	Duplicate work	
Customer impact	Business impact		
Notes			

PART 1 - INVENTORY PAGE 3

Record the work

Complete one task block for each recurring activity you observe.

TASK 7

Recurring task		Estimated frequency	Approx. time spent
Who performs it	Current tools used		
Common delays	Common errors	Repeated questions / interruptions	
Approval steps	Manual data transfer	Duplicate work	
Customer impact	Business impact		
Notes			

TASK 8

Recurring task		Estimated frequency	Approx. time spent
Who performs it	Current tools used		
Common delays	Common errors	Repeated questions / interruptions	
Approval steps	Manual data transfer	Duplicate work	
Customer impact	Business impact		
Notes			

TASK 9

Recurring task		Estimated frequency	Approx. time spent
Who performs it	Current tools used		
Common delays	Common errors	Repeated questions / interruptions	
Approval steps	Manual data transfer	Duplicate work	
Customer impact	Business impact		
Notes			

PART 2

Compare the inventory

Transfer the most important observations from the task pages into one review table.

Task	Frequency / time	Delays / errors	Customer impact	Business impact
1				
2				
3				
4				
5				
6				
7				
8				
9				

Do not rank by time alone. A shorter task may deserve attention when it repeatedly affects customers, causes preventable errors or interrupts important work.

PART 3

Reflection questions

Use the inventory to understand the pattern before considering solutions.

1. Which tasks occur most frequently?

2. Which tasks consume the most total time across a normal week or month?

3. Where does work wait for information, approval or a response?

4. Where are mistakes corrected or information checked repeatedly?

5. Which questions or interruptions recur?

6. Where is information manually copied between messages, documents or records?

7. Where do two people or tools hold the same information?

8. Which problems are visible to customers?

9. Which problems create the greatest business impact?

10. Which task still needs human judgement, accountability or sensitive communication?

PART 4

Prioritise one workflow

Choose one workflow for closer review. This is not a recommendation to automate it.

Criterion	What to review	Low	High
Frequency	How often does the task occur?	☐	☐
Time	How much total time does it consume?	☐	☐
Friction	How often does it cause waiting, interruption, correction or duplicate effort?	☐	☐
Customer impact	Does the current process create delay, confusion or inconsistency for customers?	☐	☐
Business impact	Does it affect capacity, cash flow, reliability, visibility or important decisions?	☐	☐
Clarity	Can the normal steps, inputs, owner and exceptions be described?	☐	☐

Selected workflow

Workflow to review

Why it matters now

Evidence to examine

What must remain human

PART 5

Next-step guidance

Turn observation into a careful workflow review.

1	Confirm the evidence Review actual messages, records, schedules or documents where appropriate.
2	Map the current workflow Write the trigger, required information, normal steps, handoffs, decisions and exceptions.
3	Remove avoidable complexity Clarify ownership, eliminate unnecessary steps and reduce repeated information.
4	Protect human judgement Keep sensitive communication, approval, accountability and unusual decisions under human control.
5	Test one improvement Try a small, reversible process change and observe what happens.
6	Only then consider automation If the simplified workflow is stable and repetitive, decide whether supporting steps merit further assessment.

Remember

A time-waster is a signal to investigate. It does not prove that automation is appropriate.

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