

Service improvement proposal

NORTHWIND / OPERATIONS / PROPOSAL 014

The proposed outcome

Reduce avoidable request handoffs by giving each service a clear intake path, named owner and agreed escalation route.

Decision requested: approve a two-week discovery phase before committing to implementation.

Deliverables

Current service map / Operations. Reviewed by the owners of each request queue.

Proposed intake journey / Product. Tested with five representative requests.

Implementation estimate / Engineering. Dependencies, assumptions and effort are stated.

Assumptions and exclusions

Queue owners are available for interviews. Discovery uses anonymized request examples. Procurement, platform replacement and production changes are outside this proposal.

Next step

Name the sponsor, agree the discovery dates and confirm who accepts each deliverable.