

Pilot retrospective

Turn observations into two changes the team can verify.

KEEP

Short daily handovers
A visible owner for
every queue

CHANGE

Ambiguous access
instructions
Decisions hidden in
chat

TRY

A first-day access
check
One shared decision
log

Two experiments for the next pilot

01 / First-day access check

Platform owner / before the next pilot

Verify every participant can complete one representative request.

02 / Shared decision log

Delivery lead / review after two weeks

Check that each open decision has an owner and a next date.