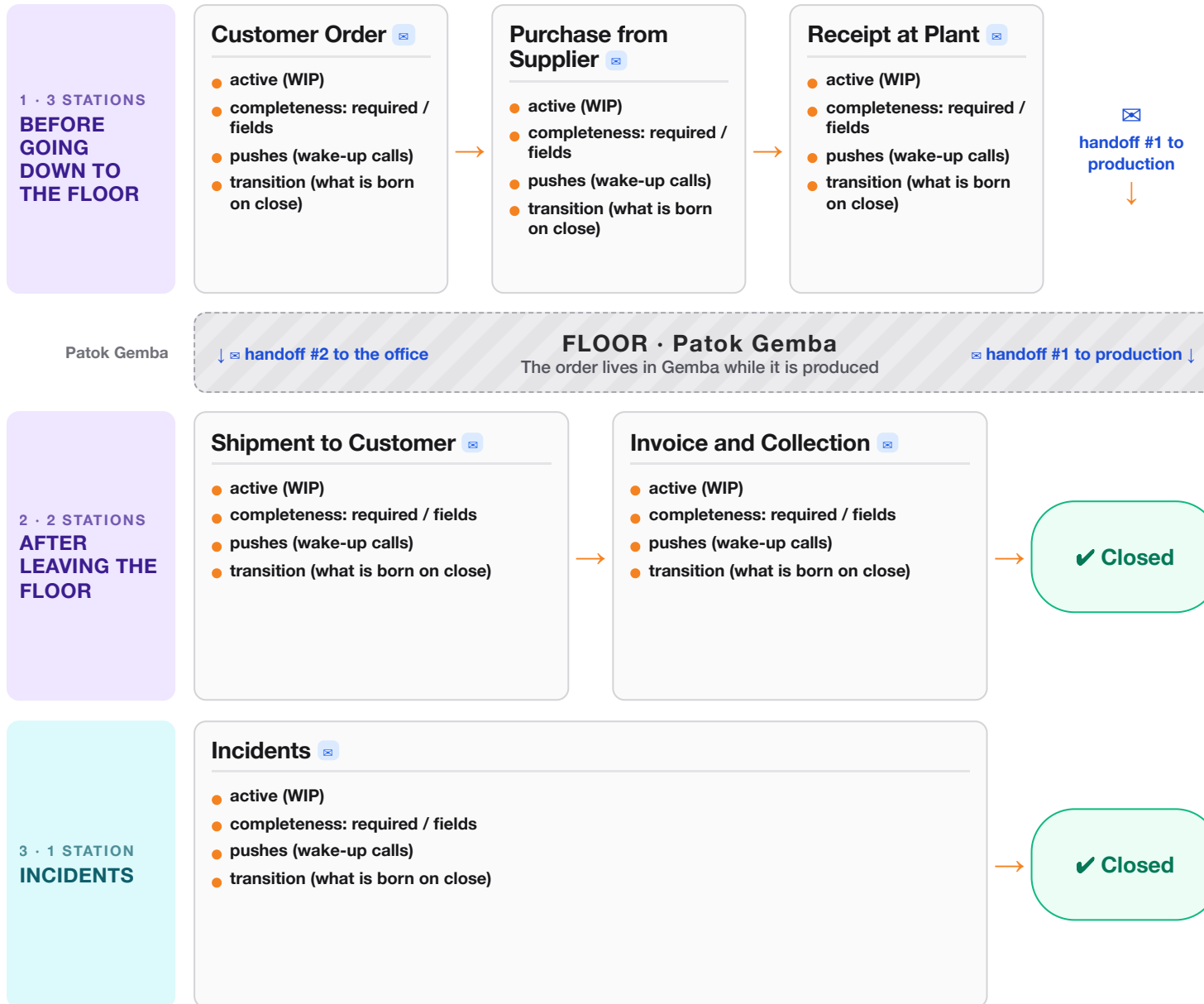


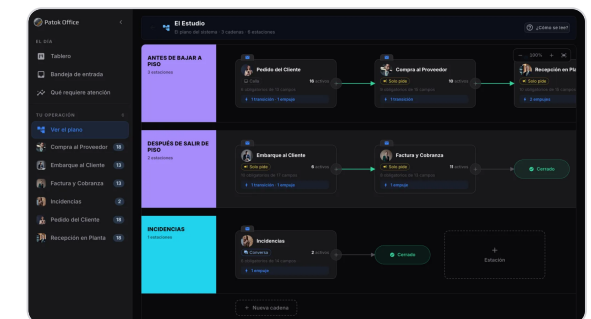
The office flow map

Plant physics for the office · **Patok Office**



How to read it

- The unit is the file:** one pending item with an owner and a due date.
- A station closes on completeness:** the required fields are there, or it is not closed.
- On close the next one is born** and inherits the data: nobody types it again.
- The push chases the missing piece of data** from whoever owes it, until it arrives.
- The ERP is not touched:** send a CSV or an e-mail and the map fills itself.



What gets measured at each station: ● active (WIP) ● completeness: required / fields ● pushes (wake-up calls) ● transition (what is born on close)