

Operating Map Workbook

Find the recurring work, owner bottlenecks, and handoff risks that keep a tiny team dependent on memory.

OpsKit Library — editable operating template

Business snapshot

Business/team: _____

Prepared by: _____

Date: _____

Current team size: _____

Primary bottleneck owner: _____

Recurring work inventory

Workstream	Frequency	Current owner	Backup	Where instructions live	Failure consequence
Invoicing	Monthly				
Client kickoff	Per new client				
Vendor renewals	Quarterly				
Weekly priorities	Weekly				

Owner bottleneck audit

Done	Item	Owner / Notes
☐	Work requires one person's memory	
☐	No written definition of done	
☐	No backup owner	
☐	Access only one person has	
☐	Customer-facing failure if missed	
☐	Payment/revenue impact if missed	
☐	Compliance/security risk if mishandled	

Prioritize first

Process	Pain 1–5	Risk 1–5	Frequency	Document first?
				☐
				☐
				☐

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