Crisis Flow

CrisisFlow Decision Readiness Workbook

Define one useful operating decision before a scoping discussion

Use this workbook with the person who owns the decision and the colleagues responsible for operations, finance, and data. A useful starting point is one consequential choice with a deadline, a measurable business objective, and enough information to distinguish the available responses. Complete the example first, then use the following pages for your company.

Completed example from the port case

Scoping question	Illustrative answer
What decision must be made	Whether to route inbound components through an alternate port to protect priority orders.
What makes it urgent	A gateway interruption threatens production while the opening inventory buffer is being consumed.
What success means	Meet the stated 80% priority-service target within the response allowance, with explicit recovery milestones.
What constrains the choice	Initial $1.5 million allowance, timing, usable receiving capacity, and existing commitments.
Who must participate	Operations owns the decision. Finance approves spending. Logistics confirms execution. Customer service validates order priorities.
What would change the response	A longer closure, reduced alternate capacity, missed delivery, or a change in the allowance.

What the example teaches about readiness

An alert alone does not answer the decision. The team needs to connect the interrupted flow to sites and orders, identify usable alternatives, and compare their cost and service implications. A complete data warehouse is not the starting requirement. The relevant data must be identifiable, available for agreed use, and reliable enough for the decision.

The public case is illustrative. Do not enter customer names, confidential contracts, or sensitive operating data into the website demonstration. Share such information only through a channel and access arrangement agreed for the engagement.

Define your decision

Write a concrete choice rather than a broad objective such as improving resilience. For example, identify the route, supplier, inventory, or production decision you need to make and what happens if it is delayed.

Company or business unit and decision owner

_____

The choice we need to make
Name the available actions and the decision deadline.

_____

_____

The business outcome we must protect
Identify customer commitments, production, margin, cash, or recovery measures and the period that matters.

_____

_____

The constraints we cannot ignore
Include budget, timing, capacity, qualifications, contracts, and approval requirements.

_____

_____

What we do today and where the process breaks down
Which tools and people are involved? What takes too long or remains unclear?

_____

_____

What a useful result would change
Describe a decision you could make, approve, or execute more confidently.

_____

_____

Prepare the information and agree the next step

For each information area, identify a person who can confirm its availability and meaning. Mark what is known, what needs checking, and what is not available. A gap is a scoping issue to resolve, not a reason to replace an unknown value with an assumption that looks like a fact.

Information area	Owner or system	Available or gap
Sites and relevant value-chain relationships		
Inventory and production capacity		
Priority orders and commitments		
Routes and executable alternatives		
Budgets and approval responsibilities		

Readiness check

- A named person owns the decision and can explain its deadline.
- The business outcome and acceptable tradeoffs can be stated.
- At least the relevant sites, flows, and customer commitments can be identified.
- The team can distinguish confirmed alternatives from unverified possibilities.
- A data contact and decision approver can participate in scoping.

The most important unresolved question

_____

Who will resolve it and by when

_____

Agreed next step and participants

_____

Use the discussion to agree a narrow scope, information access, responsibilities, deliverables, and a practical measure of usefulness. The workbook is a conversation aid, not a readiness certification or a commitment to purchase.

Talk to CrisisFlow about this decision