

SAMURAI CODE · THE COORDINATION CONSTRAINT

THE COORDINATION MAP WORKBOOK

Find where your business loses jobs to handoffs, not headcount.

HOW TO USE THIS

This follows the webinar, in order. Do it with a pen in an hour. Pull last month's jobs, walk one of them start to finish, and put a number on what the handoffs cost you. If you decide you'd rather we build the map with you, bring this to the call. It's most of the work already done.

FILL IN BEFORE YOU START

Company

Date

TWENTY JOBS, FOUR DATES

The homework

Pull last month's job list. Twenty jobs, in order. Where a date doesn't exist, write "none". That's a finding, not a gap.

#	JOB	DATE IT CAME IN	FIRST CONTACT ATTEMPT	DATE SCHEDULED	DATE DONE	NOTES
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						
17						
18						
19						
20						

PUT A NUMBER ON IT

The ledger

Five inputs. Kind assumptions; use your own.

Jobs per month	_____	Attempts to reach a customer, _____ per job	_____
Minutes per attempt	_____	% of jobs rescheduled after _____ crew assigned	_____
Trips per completed job	_____		

LINE	FORMULA	WORKED EXAMPLE	YOURS
Time	jobs × attempts × minutes ÷ 60 × \$/hr crew time	300 × 2.5 × 4 min ÷ 60 = 50 hrs × \$100 = \$5,000	
Material	jobs × % rescheduled × \$ per reschedule	300 × 5% = 15 × \$300 = \$4,500	
Trips	jobs × (trips per job - 1) × \$ per trip	300 × 0.15 = 45 × \$75 = \$3,375	
Monthly total		\$5,000 + \$4,500 + \$3,375 = \$12,875/mo	
Yearly		≈ \$154K/yr	

Kind assumptions; use your own. Not one line of this shows up on your P&L. It's smeared across payroll, fuel, and jobs that took longer than they should have.

WORKSHEET 03

TWO QUESTIONS

Before you build anything

QUESTION ONE, THE REBUILD COUNT

Think about the last job that changed after it was booked. How many phone calls did it take to put it back together?

What was the job, and what changed?

Who had to be told, and how many calls did it take?

QUESTION TWO, THE BURNED SLOT

When that job fell out of the schedule, what happened to the slot it was sitting in?

Did another job move up into it, or did the crew eat a half day?

THE HONEST OUT

If neither of these hits home, you might just need a crew. That's fine. The rest of this workbook still saves you money, but coordination isn't your bottleneck.

WALK ONE JOB

Start to finish

Write down every party involved, then every step where information changes hands.

Parties (six suggested)

1.	2.	3.
4.	5.	6.

#	STEP	WHO HANDS TO WHOM	WHAT INFORMATION	HOW IT MOVES TODAY	WHAT BREAKS
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					

One change. Who has to know?

It rains on
install day.

INTERVIEW EVERY PARTY

What they need, when, and how

- 1. What's your ideal packet of information to do X?
- 2. What can change that?
- 3. Once you have it, what do you do with it?
- 4. If it's wrong, what happens next?
- 5. How do you get this info today?
- 6. How would you want to get it?

	SALES	CUSTOMER	OFFICE	SUPPLIER	INSTALLER	OTHER
1. Ideal packet						
2. What changes it						
3. What they do with it						
4. If it's wrong						
5. How they get it today						
6. How they want it						

FILLED EXAMPLE, INSTALLER, FROM THE LESSON

Ideal packet: address, gate code, customer cell, scope, color, photos from the inspection, confirmation material is on site. What changes it: weather, material ETA, customer availability. What they do with it: load the truck and drive. If it's wrong: drive back, or wait on site, or do the job twice. How they get it today: a call from the office the night before, a text in the morning with the address. How they want it: on their calendar the night before, photos attached, a text if anything changes.

RANK THE HANDOFFS

Fix the top three first

In the trades it's usually the turn-in, the install schedule, and anything that fires when a job changes. Fix those three before anything else on the list.

HANDOFF	HOW OFTEN IT RE-RUNS / WEEK	WHAT BURNS WHEN IT FAILS	COST GUESS	RANK
				1
				2
				3
				4
				5
				6
				7
				8
				9
				10
				11
				12

Burns to weigh: a call, a half day, material, reputation.

CLOSE

WHAT YOU HAVE NOW IS A MAP

- Who's involved in each step.
- What variables connect to it.
- What has to be communicated, to whom, and how they want it.
- Which handoffs cost the most.

THE MAP, DONE FOR YOU

If you'd rather we do this with you, the Coordination Map is \$497, credited back if we build your system.

<https://forms.gle/dWy5x5zx1CAEiZY56>