



# **The Friction-Free Workflow Method:**

Removing Delays & Boosting  
Productivity



# Frustration with Slow Processes, Bottlenecks & Delays?

## Insight

Small workflow inefficiencies may seem insignificant, but they compound over time, leading to massive productivity losses and frustrating customer delays.

The key to a friction-free workflow is **identifying bottlenecks**, **eliminating unnecessary steps**, and **optimising processes** for maximum efficiency.



# STEP 1: HOW TO MAP & SPOT BOTTLENECKS IN 10 MINUTES

## Why it matters

Before fixing a bottleneck, you need to find it.  
Mapping workflows helps pinpoint where work slows down.

## How to do it

- 01 Choose a Key Process** → Select one that frequently faces delays (e.g., approvals, onboarding, project handoffs).
- 02 List Every Step** → Visually map each stage from start to finish.





# STEP 1: HOW TO MAP & SPOT BOTTLENECKS IN 10 MINUTES

- 03 Mark Delays** → Identify where work piles up, waits for approvals, or needs frequent rework.
- 04 Estimate Time Spent Per Step** → Compare expected vs. actual completion times.
- 05 Highlight the Culprit** → Look for trends: Are delays caused by people, systems, or unnecessary steps?

 **Quick Fix:** If a step takes 2x longer than expected, it's a bottleneck worth addressing immediately.





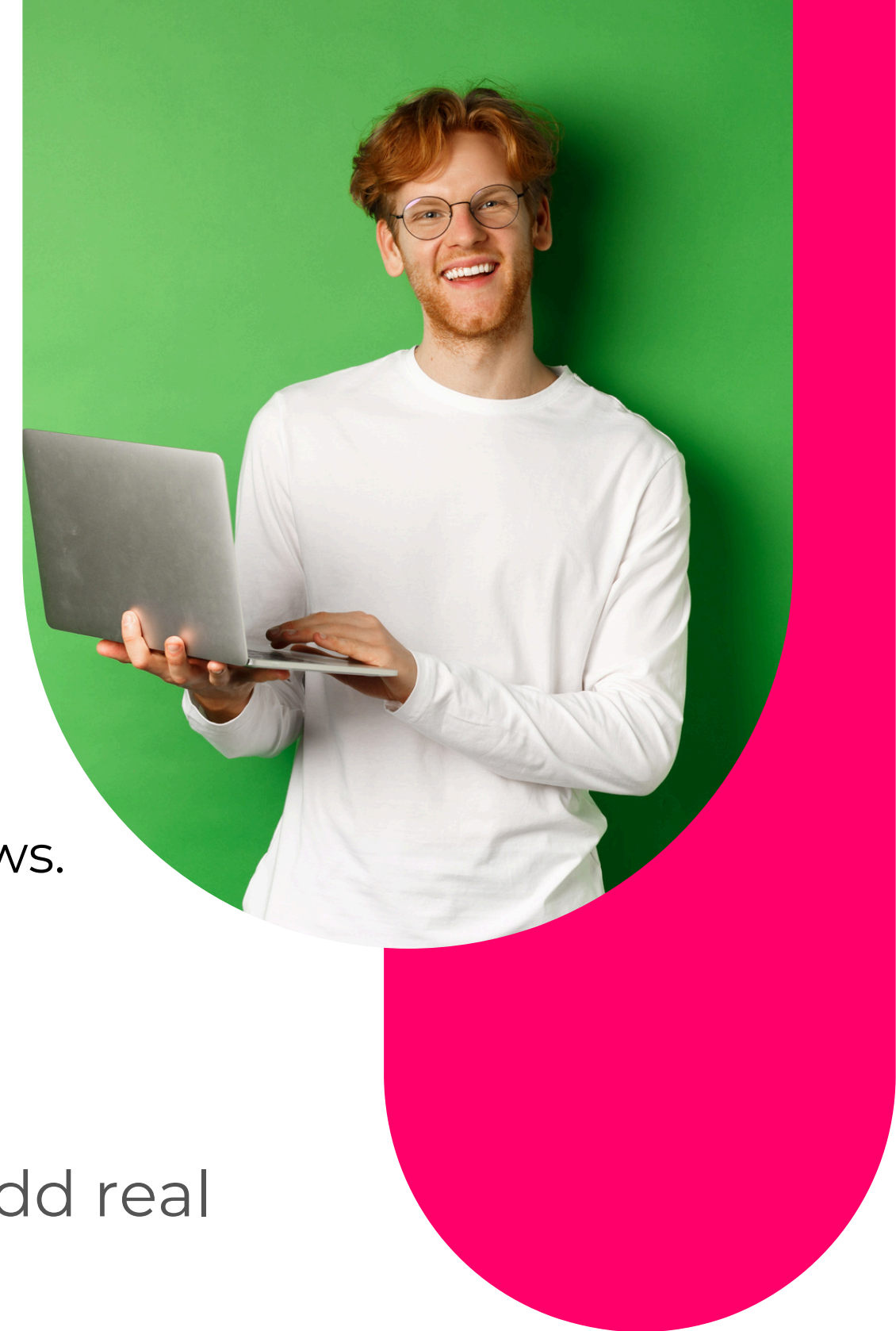
# STEP 2: ELIMINATING UNNECESSARY APPROVALS & REWORK

## Why it matters

Every approval step adds time—many are redundant or avoidable. Likewise, excessive rework signals unclear guidelines or inefficient workflows.

## How to do it

- 01 Cut Unnecessary Approvals** → Ask: Does this approval add real value, or is it just habit?
- 02 Use Pre-Approved Templates** → Standardise common documents to reduce back-and-forth edits.

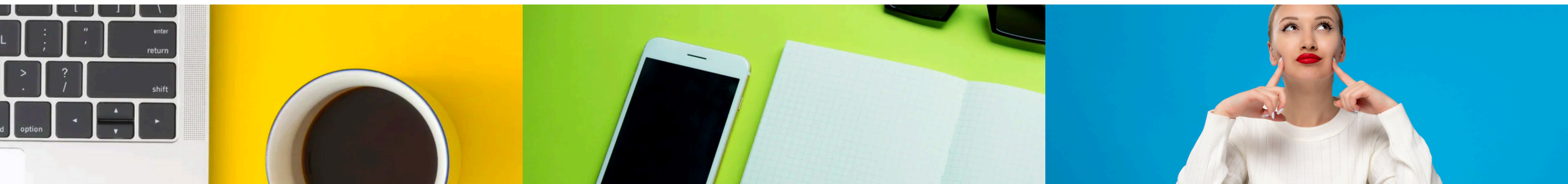




## STEP 2: ELIMINATING UNNECESSARY APPROVALS & REWORK

### Quick Fix

If an approval step  
isn't critical, remove  
it or delegate it.



**03 Empower Decision-Makers** → Shift approvals closer to execution so work doesn't get stuck.

**04 Implement Clear Guidelines** → Reduce errors by setting precise, repeatable instructions upfront.





# STEP 3: LEAN PROCESS THINKING FOR RAPID EFFICIENCY GAINS

## Why it matters

Lean process improvements eliminate waste, reduce complexity, and increase speed without compromising quality.

## How to do it

- ✓ **Reduce Hand-Offs** → Fewer people touching a task = faster completion.
- ✓ **Automate Routine Work** → Use tools to streamline approvals, reporting, and scheduling.
- ✓ **Batch Similar Tasks** → Minimise switching tasks and focus on one workflow at a time.
- ✓ **Set Process KPIs** → Measure completion time and identify slowdowns early.





# FINAL THOUGHT: MAKE WORK FLOW, NOT STAGNATE



Inefficiency is expensive—but fixing it is simple when you know where to start. Identify your bottlenecks, simplify approvals, and apply lean process thinking to eliminate wasted time.



## Call to Action:

*“Fix bottlenecks before they break your business.”*



**Book a Strategy Call to  
Optimise Your Workflows [HERE](#)**







**Good luck  
and enjoy the  
journey!**

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