003 By Design Or By Default

Perspective Fieldbook · https://kb.jeffreysummers.com/docs/003-by-design-or-by-default-2/

The Demand

Pick one recurring policy or habit in your operation tomorrow — a comp rule, a scheduling default, a greeting script — and ask the Walk Question: did I choose this, or did I inherit it and never look again? If you can't say who decided it and why, it's a default, not a design. Decide, on purpose, whether it stays.

The Work

Name three recurring policies or habits currently running in your building:
Policy/habit 1:
Who decided it, and when:
Design or Default:
Policy/habit 2:
Who decided it, and when:
Design or Default:
Policy/habit 3:
Who decided it, and when:
Design or Default:
The one you cannot explain who decided or why:
Keep it, change it, or kill it — and the reason:
The Walk Question you will ask before your next decision tomorrow: did I choose this, or did I inherit it?