013 The Operators Doom Loop

Perspective Fieldbook · https://kb.jeffreysummers.com/docs/013-the-operators-doom-loop-2/

The Demand

Tomorrow, name the one place the Doom Loop is currently running in your operation — the training you can't afford, the cast you can't retain, the Guest experience quietly declining because of it. Pick the smallest point in that cycle you can interrupt this week, even if it costs something you don't feel you have. The loop doesn't break itself; it only compounds until someone spends the money or time to stop it.

The Work

Trace where the Doom Loop is currently running in your operation:
Results are poor here:
Because of that, you can't afford:
Which means you're doing it yourself instead of training someone:
Which means the cast is weak or turning over here:
Which means the Guest experience is declining here:
Are you treating this as five separate problems or one cycle?
The smallest point in the cycle you can interrupt this week, even if it costs something you don't feel you have:
What you will spend — money or time — tomorrow to break the loop at that point: