2765 The Product That Grew Past Its Design

Product Fieldbook · https://kb.jeffreysummers.com/docs/2765-the-product-that-grew-past-its-design-2/

The Demand

Before your next shift, count the number of permanent modifications your kitchen executes on a standard night — not Guest-requested substitutions, the ones that started as a one-night workaround and never went back. Each one is a complexity layer your cast is carrying every service. Pick one and ask the [Complexity Decline] question: does this close the [Trust Arc], or does it just add complexity to a system already producing the experience the Guest came for? Decide today whether it earns its place or gets subtracted.

The Work

Number of permanent modifications currently running on your line that started as one-off accommodations:

Modification 1 — what problem it originally solved:

Does it still close the [Trust Arc] for the Guest, yes or no:

Modification 2 — what problem it originally solved:

Does it still close the [Trust Arc] for the Guest, yes or no:

Modification 3 — what problem it originally solved:

Does it still close the [Trust Arc] for the Guest, yes or no:

The one modification you will audit and decide to keep or subtract this week: