3365 Repair Work

People Fieldbook · https://kb.jeffreysummers.com/docs/3365-repair-work-2/

The Demand

This week, you name every fix you have made recently as what it actually is: [Repair Work], a return to the state that produced the problem in the first place. If you keep treating repair as a finish, you build the repairman identity one solved problem at a time and never get to the frame underneath it.

The Work

1. List every fix you or your cast made in the last week — the plate replaced, the recurring station issue patched, the wrong order re-fired.
2. For each one, write down whether it addressed the immediate symptom, the upstream cause, or the frame the problem lives in. Most will be symptom or upstream — both are still [Repair Work].
3. Pick the recurring repair with the highest frequency this week — the thing you fix over and over. Do not repair it again this time. Instead, name the frame it lives in and ask what would have to change structurally so this stops being a repair and becomes unnecessary.
4. Bring that recurring repair to your next leadership discussion as a candidate for [Innovation Work], not another repair cycle.

This week, you identify your highest-frequency repair and stop repairing it long enough to name the frame that keeps producing it.