Spurline Practice

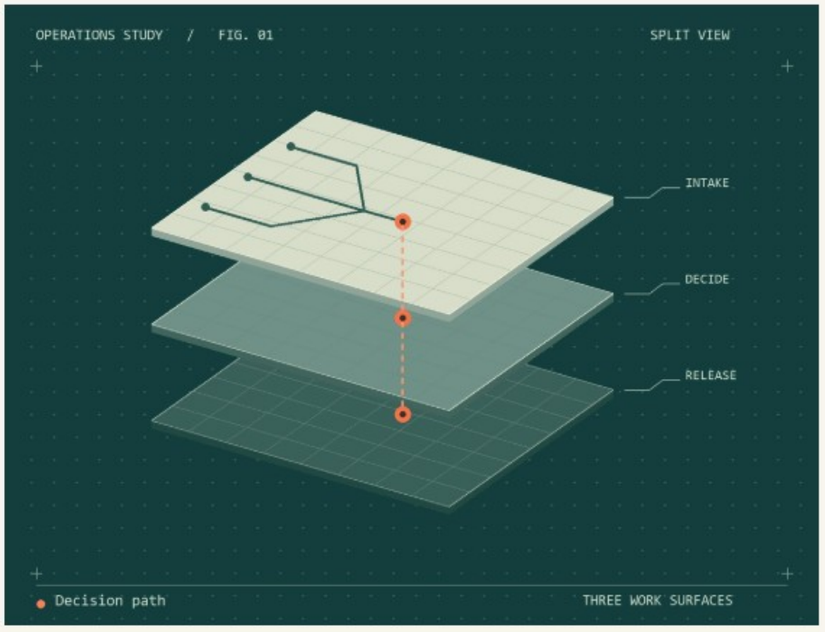
Practice | Decision sprint

INDEPENDENT CONSULTING CONCEPT

Good work gets stuck between teams.

Spurline helps operations leaders find where a decision stalls and give the next person what they need to move it forward.

Explore the decision sprint →



WHAT WE WORK ON

Three signs of a difficult handoff

The missing owner

A request reaches three inboxes. Everyone can advise, but nobody knows who can say yes. We name one decision owner and spell out when to escalate.

The repeat request

A team sends work back for the same missing detail. We trace one recent case and build that detail into the first handoff.

The hidden queue

The dashboard counts completed requests. The oldest open one keeps waiting. We make the queue visible and agree when a wait needs attention.

SERVICE GUIDE / DECISION SPRINT

One decision, end to end.

Bring a decision that keeps coming back to the table. Over two weeks, we follow a single case with the people who made it, then test a simpler handoff on live work.

THE ENGAGEMENT

Inside the sprint

Best fit for an operations lead who can bring the teams on both sides of a handoff.

DAYS 1–3

Reconstruct one case

Start with a recent request. Trace its messages, approvals and waiting time together. Mark the first point where the next step became unclear.

DAYS 4–7

Write the decision rule

Agree who decides, what evidence they need and which exceptions go elsewhere. Put the rule on a one-page handoff card.

DAYS 8–10

Try it on the next request

Use the card in a small live trial. Compare waiting time and rework with the original case, then decide what to keep.

WHAT YOU TAKE BACK

A handoff your team can run

A map of the current decision, a tested handoff card and a short trial log sit with the people who own the work.
They can revise the rule as new cases turn up.

Back to the practice →