Delivery report

A clear record of the work, evidence and next decisions

Project:	Northbridge service redesign
Sponsor:	Operations group
Reporting period:	January–March 2026
Status:	Ready for decision

Executive summary

The project reduced the average request hand-off from four steps to two in a representative pilot. This report records the evidence behind that result, the limits of the pilot, and the decisions needed before a wider rollout.

1 Context and objectives

Describe the problem in one paragraph, then state the measurable objectives. Keep the scope explicit so a reader can distinguish delivered work from proposed follow-up.

Objective	Measure	Result
Faster hand-off	Median elapsed time	2.1 days
Fewer rework cycles	Requests returned for correction	8%
Clear ownership	Steps with named owner	100%

2 Work delivered

1. Map the current workflow and agree on a baseline.
2. Test the smallest useful change with a named pilot group.
3. Record observations, exceptions and decisions as they occur.

3 Evidence and limitations

The pilot covered 42 requests over six weeks. It did not include peak-season load or the external approval queue, so the result should be treated as an indicative estimate until the next phase repeats the measurement.

4 Recommendations and decisions

- Approve a four-week extension with the same measurement plan.
- Assign one owner for the approval queue before expanding the pilot.
- Revisit the baseline after the first 100 production requests.