FIELD SHEET 03 / Close the Promise-to-Proof Loop

We took the notes. You put them to work.

THE PROBLEM, NAMED

A manager agrees to a task, but no one can show what complete means or whether it stayed complete.

THREE THINGS TO REMEMBER

1. Agreement is not evidence. Give each significant task an owner, deadline and completion standard.
2. Keep material open actions in one authorized register and carry them across shift handoffs.
3. Apply the same rules to owners and managers; check authority, resources and workload first.

WHAT TO NOTICE

- Tasks repeated in conversation but missing from the register.
- Items marked done without evidence; overdue tasks with no approved change.

TRY THIS NEXT SHIFT

1. Choose up to five material open items, not every small duty.
2. For each: specify action, one owner, achievable due date and proof of done.
3. Review obstacles at the next shift handoff; document any approved change.
4. Verify the actual result at the due date, and reopen it if the result fails.

RECORD ONLY YOUR ACTUAL OBSERVATIONS

Task / owner / deadline: _____

Evidence seen / reviewer / date: _____

Blocker or approved change: _____

HOW TO KNOW IF IT HELPED

Compare overdue items and reopened 'completed' items at the next weekly review. A smaller list is not success if tasks were simply removed.

Keep in mind: Keep personnel-sensitive details in restricted records. Do not close work merely because somebody says it was done.