

A Work Queue That Fits the Week

A capacity worksheet that separates available time, service demand and the work you defer

ENGLISH · 1.0 · OCTOBER 2026

SAMPLE

Unpublished review edition. New product terms and checkout are not approved.

Start with one bounded decision

North Desk has three kinds of incoming work. Its coordinator initially adds all available staff hours and promises every item. That overlooks meetings and the allowance already reserved for interruptions. This workbook makes that disagreement visible before the team promises dates. It treats a negative gap as a decision to make, not a command to work overtime. The worked case is deliberately small enough to check with pencil and paper.

Small service teams planning a bounded queue without treating every paid hour as delivery time.

Turn a weekly queue into explicit delivery hours, a capacity gap and a recorded scope decision. The kit includes a read-only CSV calculator, a completed fictional case and reusable planning sheets.

One method to try

Fix the window before counting

Choose a window such as a five-day working week. Enter capacity and demand for that same window. Do not mix a month of expected arrivals with a week of hours. Record the owner who can change scope. If the window changes, create a new version rather than quietly replacing the figures used for the original promise.

Sample boundary

This sample stops here. The full review package contains the input dictionary, worked case, calculator instructions, controlled-change exercise, answer key and reusable CSV templates.