



Operations, Augmented

Auditing an Inherited Process You Did Not Build

Augmenting Human Potential, One Workflow at a Time





You're Responsible for Something You Didn't Build



● The Reality

You just took over a process you did not design, do not fully understand, and are now responsible for. Before you change anything, you need to know what you actually inherited. Skipping this step is how small inefficiencies become your problem to own.



The Real Problem



● No Paper Trail

Most operational processes pass from person to person without a single document. What exists is a mix of tribal knowledge, workarounds, and unofficial rules that never made it into any system. When something breaks, you are expected to fix a process you were never fully handed.



What Makes It Hard



● Nobody Remembers Why

Some processes exist in pieces. Others don't exist at all. When you're operating across dozens of people and thousands of external partners, the common thread is usually the same - nothing lives in a system. It lives in people's heads. The people running it have adapted around its flaws for so long that the flaws feel normal. Asking questions can feel threatening, and the answers you get are often incomplete.



Where to Start



● Don't Assume. Confirm.

Do not start with the documentation, because it is likely outdated or missing. Start by observing the process as it actually runs, not as it is supposed to run. Talk to the people doing the work and ask them to walk you through what happens when things go wrong.



AI Skill

CLARITY



PRECEDES



SUCCESS

● Chaos In. Clarity Out.

Use AI to convert your raw audit notes into a structured process map. Paste in everything you collected - notes, email threads, screenshots of spreadsheets - and prompt the AI to identify steps, decision points, handoffs, and gaps. You get a working draft of the process in a fraction of the time it would take to build it manually.



AI Productivity



● From Memory to Evidence

Instead of spending two weeks synthesizing what you learned, you have a working process map by the end of day one. That map becomes the foundation for every improvement conversation you have with the team. You stop managing from memory and start managing from evidence.



CTA



● Sound Familiar?

If you have ever inherited a process and felt like you were flying blind, this one is for you. Save this post and use it the next time you are handed a workflow with no owner and no documentation. Follow Operations, Augmented for a new operational skill every week.



New operational skill. Every Tuesday.

Operations, Augmented - Follow along.

