Policies -and- Procedures

whenever

the "lie detector" box

event ← whenever then → action

example!

refund requested — refund policy — issue refund
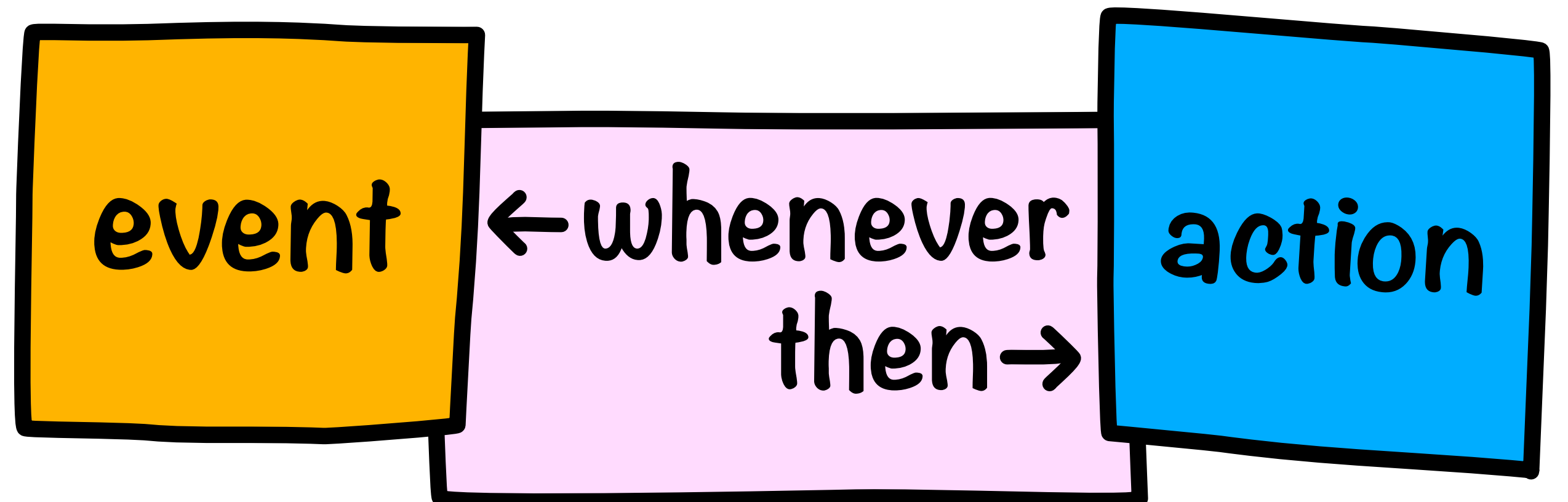
✱ key words to use are:
- → always
- → immediately
- → automatic process
- → listener
- → agreement
- → rules
- → habit
- → "don't forget to..."

can be automatic processes or agreements between humans, but always applied immediately after the event!