THE ONE-LEAK FIX

A 30-day design sprint to stabilize your business without burning yourself out.

THIS IS NOT ABOUT DOING MORE. IT'S ABOUT DOING ONE THING ON PURPOSE.

SECTION 1 — RESET THE EXPECTATION

Most owners make the same mistake after a good idea hits them: they try to fix everything at once.

That's not how systems improve. That's how businesses get heavier.

The goal of this sprint is not momentum. The goal is stability.

SECTION 2 — PICK THE RIGHT LEAK

The leak I am fixing this month is:

> *This should be the leak that:*
>
> - *Forces you to step in*
> - *Creates repeated exceptions*
> - *Feels "normal" but shouldn't be*
> - *Shows up in stress, callbacks, or margin*
>
> *If it affects everything else, you picked correctly.*

SECTION 3 — DEFINE THE FAILURE MODE

What usually goes wrong today?

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> *Do not describe the symptom. Describe the decision point where things break down.*

SECTION 4 — DESIGN THE GUARDRAIL

What rule, sequence, or requirement would prevent that failure?

Good guardrails:

- *Slow down bad decisions*
- *Make good decisions easier*
- *Don't rely on memory or mood*
- *Don't require you to be present*

SECTION 5 — KEEP IT SMALL

This sprint does not require:

- New software
- New hires
- New compensation plans
- A full process overhaul

It requires one designed constraint.

If it feels boring, it's probably right.

SECTION 6 — TEST BEFORE YOU ROLL

Where can this be tested safely before full rollout?

> *One department. One scenario. One week.*
>
> *Design is proven through use — not announcements.*

SECTION 7 — WATCH FOR RELIEF SIGNALS

Checklist (check all that apply):

- ☐ Fewer exceptions
- ☐ Fewer questions
- ☐ Less emotional decision-making
- ☐ Reduced rework or callbacks
- ☐ Clearer accountability

> *If the business feels lighter, the design is working.*

SECTION 8 — LOCK IT IN

What needs to be documented or reinforced so this doesn't drift back?

> *If it only lives in your head, it will decay.*

SECTION 9 — OWNER COMMITMENT

The one design change I will finish before adding more leads:

"You don't scale by adding pressure. You scale by removing friction."

Created by Matt Shelton

Systems-built clarity for flooring businesses

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