

# **LUMINA**

OPERATIONAL INTELLIGENCE AUDIT

Subject: New Tokyo Outlet Launch

Date: January 17, 2026  
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# Executive Summary

## At A Glance

**INR 189,972**  
Annual Capital Bleed

**10/100**  
Clarity Score

**CRITICAL**  
Efficiency Rating

## The Operations Verdict

This workflow is currently operating at a **CRITICAL** level. The analysis identified 3 major friction points contributing to a 111.7% waste of total investment. Immediate remediation is recommended to recover the reported capital bleed.

# Friction Point Analysis

Blindspot Issue	Root Cause	Impact
Cognitive Context Switching	Fragmented IT procurement allowed departments to adopt isolated tools without integration strategy.	Reduces deep-work capacity by ~20%.
Decision Latency Accumulation	Lack of delegated authority; fear of making autonomous wrong decisions.	Cycle time extends 4x beyond actual working hours.
Communication Overhead Entropy	In clear definition of 'consulted' vs 'responsible' (RACI) roles.	15% of total time lost clarifying requirements.

# Strategic Remediation Roadmap

## Phase 1: Quick Wins (0-30 Days)

- Unify Data Ingestion Layer.

*Impact: Recovers 10+ hours/week per person.*

## Phase 2: Structural Transformation

- Implement 'Negative Consent' protocol.

*Impact: Projected Savings: ■-378,828/week*

- Split into Two-Pizza Teams.

*Impact: Reduces coordination overhead by 40%.*

**Projected Annual Value Unlocked: ■9,498,600**