

DECISION GUIDE

Fix, Buy, Pilot or Leave It Alone

One decision sheet for comparing four valid choices using the same evidence.

Do not choose until the workflow, five current numbers, person responsible and sign-off roles are written down.

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The four choices

Choice	Use it when	Evidence required	Failure condition
Fix the process	The burden sits in intake, allocation, templates, queues or supervision	How the work happens today and the five current numbers	The process change does not move the agreed measure
Buy a tool	An existing product fits the work and passes written commercial, data and review questions	Comparable total cost, terms and acceptance criteria	The offer cannot meet a must-have control or evidence threshold
Run a small supervised pilot	The case looks useful but still needs controlled evidence	Fixed evaluation set, named reviewers and pass or fail thresholds	A threshold fails or checking removes the gain
Leave it alone	The numbers do not justify attention now	Written reason and a condition for reconsidering	New evidence meets that condition

Decision worksheet

Question	Your record
What one workflow are we deciding about?	
Which five current numbers are confirmed?	
Who is responsible for the work?	
Which roles sign off process, data, risk and spend?	
Which choice has the strongest evidence today?	
What must be true for us to choose another option?	
What would make us stop?	

Supplier comparison

Use the same questions for every supplier and for the internal process option.

Question	Supplier A	Supplier B	Internal process
Full first-year cost			
Data location, access and retention			
How uncertainty and sources are shown			
Required human review time			
Pilot measure and stop condition			
Exit terms and data retrieval			

A documented decision to leave the workflow alone is useful. It preserves the evidence and the condition that would reopen the question.

Decision record

Chosen choice	Reason	Person responsible	Review date

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