

Action log

Turn an observation into a checked improvement.

01 / USE THE EXAMPLE

See what a useful entry contains

Every row below is illustrative. It shows the level of specificity that makes a record useful: a real event, an accountable role, evidence and a later decision.

02 / MAKE IT YOURS

Replace before use

Download the editable CSV, delete the example rows, then enter your own case. Check requirements and privacy before adding sensitive details. Review the record with the people doing the work.

WORKED EXAMPLE · FICTIONAL SCENARIO

Example status	Issue or opportunity	Desired outcome	Owner role	Action	Due date	Evidence	Effectiveness check
ILLUSTRATIVE	Late quote handovers	Quotes issued within two working days	Sales lead	Create a shared intake checklist	2026-10-09	Three recent quote files	Sample ten later quotes on 2026-10-23
ILLUSTRATIVE	Supplier approval delays	Risk-based approval within agreed time	Operations lead	Set approval criteria and escalation owner	2026-10-16	Approval log and criteria	Compare delay and rework after four weeks
ILLUSTRATIVE	Repeated document version errors	People use the current instruction	Quality lead	Retire old links and test access	2026-10-02	Access test and change notice	Observe three live uses in November

How to review it

Ask whether an owner can show a dated example, explain the decision and demonstrate that an action changed the result. A completed template alone does not establish conformity with any standard.