



A FREE WORKING TEMPLATE

One Process on One Page

A way for your team to write down one core process from the first request to the finished result, with every step, handoff, owner and time on a single page everyone can read.



Ed Becker

Founder, Growth Right Solutions, LLC

Version 1 · October 8, 2026

GrowthRight.Solutions · +1 (307) 288-6880

CONTENTS

What is in this template.

1	Why one page	3
2	How to fill it in	4
3	The page	5
4	A worked example	6
5	Reading your page	7
6	What comes next	8
	Copyright, license and limits	9

THE WHOLE THING IN ONE SENTENCE

Map one process with the people who do it, write the waiting next to the work, and see in one picture where your team’s time goes.

SECTION ONE

Why one page.

Most processes in a growing company live in several heads at once. Each team member knows their part well, and the full picture appears only when someone draws it. One Process on One Page gives your team that picture: every step, every handoff, every owner and the time each one takes, from the first request to the finished result.

What one page gives your team

- Everyone sees the same process, described in the words of the people who do it.
- Every handoff becomes visible, along with who owns it.
- The places where work waits show up plainly, because waiting is written down next to each step.
- A new team member can learn the process in an afternoon.
- Your team has the starting point for a baseline and for deciding what to keep, stop and automate.

THE RULE OF ONE PAGE

If the process will not fit on one page, it is two processes. Split it where one result is finished and the next one begins, and map each one separately.

SECTION TWO

How to fill it in.

1. **Choose the process.** Pick one with a clear starting point and a clear finish, such as a service call from first request to paid invoice.
2. **Invite the people who do it.** The team members who do each step every day know the details nobody wrote down. Their words go on the page.
3. **Write the start and the finish first.** Agree on the event that starts the process and the result that finishes it before you list anything in between.
4. **Walk it in order.** Ask what happens next until you reach the finish. Write one step per row, using a verb, such as "Schedule the technician."
5. **Name who does each step.** Use a role, such as dispatcher or estimator, so the page stays useful when the team changes.
6. **Write the tool or system.** Note where the step happens, such as the phone, the field system or a spreadsheet.
7. **Mark every handoff.** When the work moves to another person, write who receives it.
8. **Record the time.** Write how long the step takes and how long the work usually waits before the next step. Use records where you can, and mark estimates as estimates.

HOW LONG IT TAKES

Most teams map one process in sixty to ninety minutes. The conversation at the table is worth as much as the page itself.

SECTION THREE

The page.

Process

Process owner

Starts when

Finished when

Date mapped

Mapped with

#	WHAT HAPPENS	WHO	TOOL OR SYSTEM	HANDS OFF TO	TIME FOR THE STEP	WAIT BEFORE THE NEXT STEP
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

Where does the work wait longest?

Which handoff matters most?

What would a new hire need to know?

SECTION FOUR

A worked example.

A home services company maps a service call, from the customer's first request to the paid invoice, with the dispatcher, a technician and the office manager at the table.

Starts when a customer asks for service

Finished when the invoice is paid

#	WHAT HAPPENS	WHO	TOOL	HANDS OFF TO	TIME	WAIT
1	Take the request and the address.	Dispatcher	Phone	None	6 min	None
2	Enter the job in the field system.	Dispatcher	Field system	None	4 min	None
3	Schedule the technician.	Dispatcher	Field system	Technician	3 min	1 day
4	Do the work and write notes.	Technician	Phone app	Office	90 min	2 days
5	Build the invoice from the notes.	Office	Accounting	Customer	12 min	9 days
6	Send a payment reminder.	Office	Email	Customer	5 min	6 days
7	Record the payment.	Office	Accounting	None	3 min	None

What the page showed the team

The work itself takes about two hours. The waiting between steps takes about eighteen days, and most of it sits between the finished job and the paid invoice. The team chose to look first at the handoff from technician to office, because a faster invoice moves every step after it.

This example is illustrative. It shows the shape of a completed page, not the results of any particular company.

SECTION FIVE

Reading your page.

A finished page answers four questions. Talk through each one with the team before anyone suggests a fix.

Where does the work wait?

Add up the waiting column. In most processes the waiting takes far longer than the work, and the longest wait is usually the best place to start.

Where does the work change hands?

Every handoff is a place where information can be lost or delayed. Look for handoffs with no clear owner or no clear signal that the work has arrived.

Does every step have one owner?

A step owned by several people is often a step owned by no one. Give each step one role that is responsible for it.

Is each step a clean piece of work?

A step with one owner, one clear starting point and one clear result is what we call a processlet. Processlets are easier for your team to learn, measure and improve, and they are easier to automate later.

KEEP THE PAGE CURRENT

Date the page, keep it where the team can find it, and update it whenever a step changes. It becomes the record of how your company works.

What comes next.

1. **Record a baseline.** Before anything changes, write down how long the process takes and where it waits, using records rather than memory. The Baseline guide shows how.
2. **Sort the steps.** Bring this page to the Keep, Stop, Automate Worksheet, and decide with your team what happens to each step.
3. **Change one thing at a time.** Start with the longest wait or the most important handoff, measure it against the baseline, and then move to the next.

When you want help

Your Chief Operating Officer from Growth Right Solutions works alongside you and your leadership team on how the work gets done. Together we assess every core process, engineer the pieces that are missing, re-engineer the pieces your growth has outpaced, and decide what to keep, what to stop and what to automate.

START WITH A CONVERSATION ABOUT HOW YOUR COMPANY RUNS

It is free, there is no sales and no obligation, and your goals decide where we start.

GrowthRight.Solutions/chief-operating-officer

Companion resources: The Keep, Stop, Automate Worksheet and The Baseline, both free at GrowthRight.Solutions/resources.

Copyright, license and limits.

Copyright and permission to share

© 2026 Growth Right Solutions, LLC. All rights reserved.

You are welcome to share this. You may copy, print, forward and distribute this document freely, in whole and unaltered, including inside your own organization and to colleagues and advisors, with attribution to Ed Becker and Growth Right Solutions, LLC as it already appears on the pages.

You are welcome to use it. Your team may complete this document, adapt the contents to your own circumstances and use the result internally as your own working material. What you write in it belongs to you.

Two things are reserved. Please do not publish, distribute or offer a modified or rebranded version of this document, and please do not present it or its framework as your own work. Requests for anything beyond these permissions are welcome at ed@growthright.solutions.

Not legal or financial advice

Growth Right Solutions are not attorneys and not accountants. Nothing provided here is legal, financial or tax advice. It is process engineering, change management and technology work. Compliance items go to your attorney, and accounting or finance items go to your CPA, before you sign or adopt anything.

No warranty

This document is provided as is. Growth Right Solutions, LLC makes no representation as to what any organization will achieve by using it.

About the author

Ed Becker is the founder of Growth Right Solutions, LLC. He spent more than twenty years in education, including as a school principal, before leading technology programs and running a managed services company, and he now leads AI adoption for owner-led companies and Arkansas school districts.

Version 1 · October 8, 2026

Growth Right Solutions, LLC · Serving Arkansas from Independence County · Sheridan, Wyoming

GrowthRight.Solutions · +1 (307) 288-6880 · ed@growthright.solutions