KASENCE FLOW INSIGHTS | EPISODE 11

Ownership Gap

Human Service. Smarter Systems.

What happens when ownership changes?

Use this worksheet to find where requests get routed without clear accountability.

THE OWNERSHIP FLOW

RECEIVE → OWN → ROUTE → CONFIRM → ESCALATE

THE KASENCE FLOW CHECK

PROMPT	YOUR NOTES
1 **When an employee receives a request they cannot personally resolve, is there a clear process for getting it to the right person without sending the customer away to start over?**	
2 **During a handoff, who remains responsible until the next employee or team has clearly accepted ownership?**	
3 **Can employees see who currently owns an open request, what the next action is, and when it should happen?**	
4 **What happens when a request is transferred, routed, or assigned but the next person does not respond or accept responsibility?**	
5 **How often do customers contact multiple employees or departments because nobody appears to own the complete journey?**	

REMEMBER

The customer should not have to navigate your organization to find someone who will own the next step.

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TRACE ONE CROSS-TEAM REQUEST

Choose a request that moved between people or teams and map where ownership changed.

CUSTOMER REQUEST
What did the customer need?

FIRST EMPLOYEE / TEAM
Where did the request begin?

WHY IT NEEDED TO MOVE
Why could the first person not resolve it?

NEXT OWNER / TEAM
Who should have accepted responsibility?

CONTEXT TRANSFERRED
What information moved with the handoff?

EXPECTED NEXT ACTION
What should happen next?

EXPECTED TIMING
When should it happen?

WHO CONFIRMS RECEIPT
Who verifies that the next owner accepted it?

IF OWNERSHIP IS NOT ACCEPTED
What escalation path should activate?

FIRST IMPROVEMENT TO MAKE
What one change would make ownership clearer at this handoff?

READY FOR A SECOND SET OF EYES?
Take the Kasence Flow Check at kasence.com/contact