EVIDENCE REGISTER / V1.0

What the findings are built on.

120

Synthetic historic returns

20

Synthetic pilot cases

Source	Period / record	Use
RET-120	Intakes 4 Jan–12 Feb 2027; supplied 5 Mar	Baseline completeness and decision duration
PHOTO-INDEX	Supplied 9 Mar	Validate photo-presence flags
INT-01 / INT-02	2 and 3 March	Explain the handoff and safety context
WS-02	10 March, primary branch	Confirm disposition map
PILOT-20	12–16 April	Observe routine execution, not causal savings

Reconciliation

24 records lack a named owner; 36 lack photo evidence; 12 are in both groups. The union is 48 cases, not 60. Median decision duration is 11 days. Total recorded handling is 4,500 minutes, or 75 hours.

Limits

Every row was authored for this demonstration. The pilot is a different sample and is not a controlled study. The report does not infer revenue recovered, cash saved or statistically established improvement. Full editable records are supplied in data/returns.csv and data/pilot.csv.

SOURCE NOTES / AUTHORED RECORDS

Interview notes

INT-01 / 2027-03-02 / Intake evidence

Leah describes the returns queue as a shared inbox plus spreadsheet. A named next owner is not mandatory. Photo evidence arrives separately from the return reference; staff sometimes begin disposition before the folder is complete.
Leah agrees to provide a redacted 120-case extract and photo-index completeness flags; no customer names or addresses are needed.

INT-02 / 2027-03-03 / Warehouse handoff

Tom can reserve one labelled hold area for incomplete cases.
One supervisor can review pilot exceptions each day at 15:00.
Any suspected structural damage continues through the existing safety procedure; the consultancy does not authorise resale.

Current-state handoff / validated 10 March

Receive return → shared inbox and spreadsheet → collect condition evidence separately → select resale, refurbish, vendor credit or recycle → next action. INT-01 identifies the shared queue and separate evidence; INT-02 confirms the warehouse handoff. WS-02 validates the four routes.

Where the control is weak

A named next owner is not mandatory and the photo folder may be incomplete when disposition starts. The map identifies a plausible handoff risk; it does not prove that these gaps caused the observed median duration. Sponsor context is recorded in the 1 March kickoff brief.

SOURCE NOTES / AUTHORED RECORDS

Workshop and decisions

WS-02 / 2027-03-10 / Disposition map

The group confirms four disposition routes: resale, refurbish, vendor credit and recycle.
A commercial disposition decision is distinct from safety release.
The primary story includes this workshop. In invoice dispute branch D only, this second workshop was replaced by written input, leading to a later agreed fee credit.

DEC-01 / 2027-04-08 / Pilot go/no-go

Owen accepts D2 and approves a 20-case pilot for the existing site.
Tom is the pilot owner. Eligibility excludes suspected structural damage and any return without a traceable order reference.
The pilot can start on 12 April because the team buffer remains available. No fee increase or rollout approval is inferred.

CLOSE-01 / 2027-04-23 / Handover

Owen accepted D3 on 22 April. The team reviewed the routing guide and exception log on 23 April.
Caldris delivery is complete. Maren retains operating ownership and the 30-day review.
No measured cash saving is claimed. Other engagement invoices are outside the selected M1 ledger.