FICTIONAL SAMPLE EXCERPT

Evidence Workflow Review

Example Stitch Co. | Fictional Shopify order #2214, line L1 | Not a real shop or customer

ORDER	PROOF AND APPROVAL	DELIVERY
18 charcoal quarter-zips; left-chest logo, 80 mm, white thread; first names on right chest	v1, v2 and v3 retained; v2 and v3 emailed together; reply did not name a version	Shopify fulfilment includes tracking; delivered 11 March

Executive conclusion

Another employee cannot establish which proof version was stitched, or which customer-supplied name list was approved. The shop retained all three proofs and linked delivery tracking to Shopify, but the approval reply names no version, production has no release sheet, and a later name correction was applied without a new proof or approval. The first fixes are to make the approval name one version, create a version-specific production release, and require reapproval after any post-approval change.

Your workflow map, marked up

Stage	Who (role)	Where the record lives	Status	Mark-up
Ordered	Customer service	Shopify order; customer-supplied lists arrive in the shop inbox	**Partly**	Specs are on the order; supplied lists stay in the inbox
Proofs	Designer	Shared 'Proofs' folder, one file per version	**Pass**	Every version is kept and numbered
Approval	Sales/proofing	Shop inbox	**Fail**	Several versions often go in one email; replies needn't name a version; nothing is logged
Production	Production coordinator → machine operator	Shared 'Machine files' folder	**Fail**	No release step; operators take the newest file; filenames carry no order or version
Post-approval change	Sales/proofing → designer	Shop inbox → embroidery file edited in place	**Fail**	Changes go straight into the file; no new proof or approval
Finished	Finishing/packing	Shared shop phone	**Partly**	Photos are taken but stay on the phone; no readability check
Packed	Finishing/packing	Nothing recorded	**Fail**	No open-parcel or count photo
Delivered	Customer service	Shopify fulfilment	**Pass**	Tracking is added to every fulfilment

What good looks like

The kit's fictional model order #1047 provides the comparison: the approval names v2; the release sheet names v2; finished-item and packing photos are linked to the order; and delivery is recorded. It is a model from the kit, not a real shop or customer.

FIVE PRIORITY FINDINGS

The breaks and the control worth keeping

1 | GAP | Approval does not identify one proof version

Condition: On 3 March, v2 and v3 were emailed together. On 4 March at 16:20, the customer replied 'Looks good, go ahead!' without naming either version.

Consequence: A later employee cannot tell whether the approval refers to the 80 mm v2 proof or v3 with the new name font.

Smallest fix: Ask the customer to approve one named filename/version and log that exact response.

Owner role: Sales/proofing | Verification: the approval sentence and log both name one version | Kit files: Customer Approval Pack (approval sentence); Proof Version and Approval Log

2 | GAP | Production has no version-specific release

Condition: There is no release sheet. The machine file final2.dst contains no order or version, and the operator selected the newest file in the folder.

Consequence: Another employee cannot connect the stitched file to order #2214, line L1 or an approved proof.

Smallest fix: Rename the machine file with order and version, then issue a release naming that file and the approved proof.

Owner role: Production coordinator | Verification: release and machine filename identify #2214 / L1 / version | Kit files: Production Release Sheet; Start Here filename rule

3 | GAP | Post-approval name changes bypass reapproval

Condition: On 5 March, the customer emailed two corrected spellings. Staff edited the embroidery file without issuing a new proof or asking for approval again.

Consequence: The shop cannot identify which name list and spellings the customer approved before stitching.

Smallest fix: Pause production, issue a new proof version and request a fresh approval after any approved detail changes.

Owner role: Sales/proofing | Verification: corrected list, new proof and new approval appear in sequence | Kit files: Customer Approval Pack (post-approval change message); Proof Version and Approval Log

4 | GAP | Finished and packed evidence is not on the order

Condition: Finished-item photos stay on the shared shop phone, the name detail can't be read, and no open-parcel or count photo is taken.

Consequence: Another employee cannot check the stitched names on #2214 or confirm that 18 quarter-zips were packed.

Smallest fix: Before sealing, photograph the name detail at a readable distance and the open parcel with the count, and attach both to the order.

Owner role: Finishing/packing | Verification: an order search returns readable name-detail and open-parcel/count views | Kit file: Finished Item and Packing Photo SOP

5 | CONFIRMED CONTROL | Tracking is linked to Shopify

Condition: The tracking number is retained on the Shopify fulfilment and records delivery on 11 March.

Consequence: Another employee can retrieve the carrier reference and delivery date from the order.

Smallest fix: Keep this control and add a delivery-date check before the record is marked complete.

Owner role: Customer service | Verification: completed-order check shows tracking and delivery date | Kit file: Custom Order Evidence Checklist

ONE-ORDER TRACE

Can a different employee reconstruct #2214?

Checkpoint	What another employee finds	Status
Ordered	18 charcoal quarter-zips and the 80 mm white logo are on the order; the name list is only in the inbox	**Partly**
Proofs	v1 (logo too large), v2 (80 mm) and v3 (v2 with a new name font) are all in the Proofs folder	**Pass**
Approval	3 Mar: v2 and v3 sent together. 4 Mar 16:20: 'Looks good, go ahead!' names neither	**Fail**
Production	final2.dst was stitched; no release sheet; nothing shows whether it is v2 or v3	**Fail**
Post-approval change	5 Mar: a corrected list (two spellings) was edited into the file; no new proof, no reapproval	**Fail**
Finished	Photos are on the shared phone, not on the order; the name detail can't be read	**Partly**
Packed	No open-parcel or count photo for the 18 quarter-zips	**Fail**
Delivered	Tracking is on the Shopify fulfilment; delivered 11 Mar	**Pass**

Trace conclusion

Another employee cannot establish which proof version was stitched, or which name list was approved. Six of the eight stages are Fail or Partly. Retaining every proof and recording delivery are useful controls, but they do not resolve the missing approval, release and reapproval links.

Fourteen-day plan

When	Action	Owner	Done when
Days 1-2	Attach the current name list to the order and adopt order/line/version filenames.	Sales + operations	One sample order is complete.
Days 3-4	Use the named-version approval sentence and approval log.	Sales/proofing	Reply and log name one version.
Days 5-6	Require the Production Release Sheet before stitching.	Production lead	Release identifies proof and machine file.
Days 7-9	Require a new proof and approval after any approved detail changes.	Sales + production	Changed job shows the full new sequence.
Days 10-11	Attach readable finished-item and open-parcel/count photos.	Packing role	Order search returns all required views.
Days 12-14	Have a different employee trace five orders and record missing links.	Operations lead	Each stage is retrievable without asking.

ACTION SUMMARY

What Example Stitch Co. would change first

01	Make every approval name one proof version, then log it.
02	Release only a machine file that names the order and approved version.
03	Treat every post-approval detail change as a new proof and approval.
04	Attach readable finished-item and open-parcel/count photos to the order.

Controls worth keeping

Keep all proof versions, keep tracking linked to the Shopify fulfilment, and add a delivery-date completion check. These controls make the proof history and final delivery retrievable even though the middle of order #2214 remains unclear.

Boundaries

Scope	Boundary
Included	Operational review of supplied process descriptions and one order trail with customer details removed.
Included	Five priority findings, owners, verification steps, matching kit files and a 14-day plan.
Not included	Legal advice, compliance certification, store access, software setup, data migration or calls.
Not included	Predictions about future incidents or decisions by third parties.

Method and privacy

A real buyer sends the completed workbook, a role-based process description and one recent order walk-through with customer names, addresses, artwork and payment details removed. The review uses only supplied material and labels assumptions that need confirmation.

This sample is fictional

Example Stitch Co., order #2214, line L1, its dates, filenames, records and workflow findings are invented for product demonstration. Model order #1047 is also fictional and comes from the Starter Kit. Nothing in this excerpt describes a real shop, customer or delivered result.