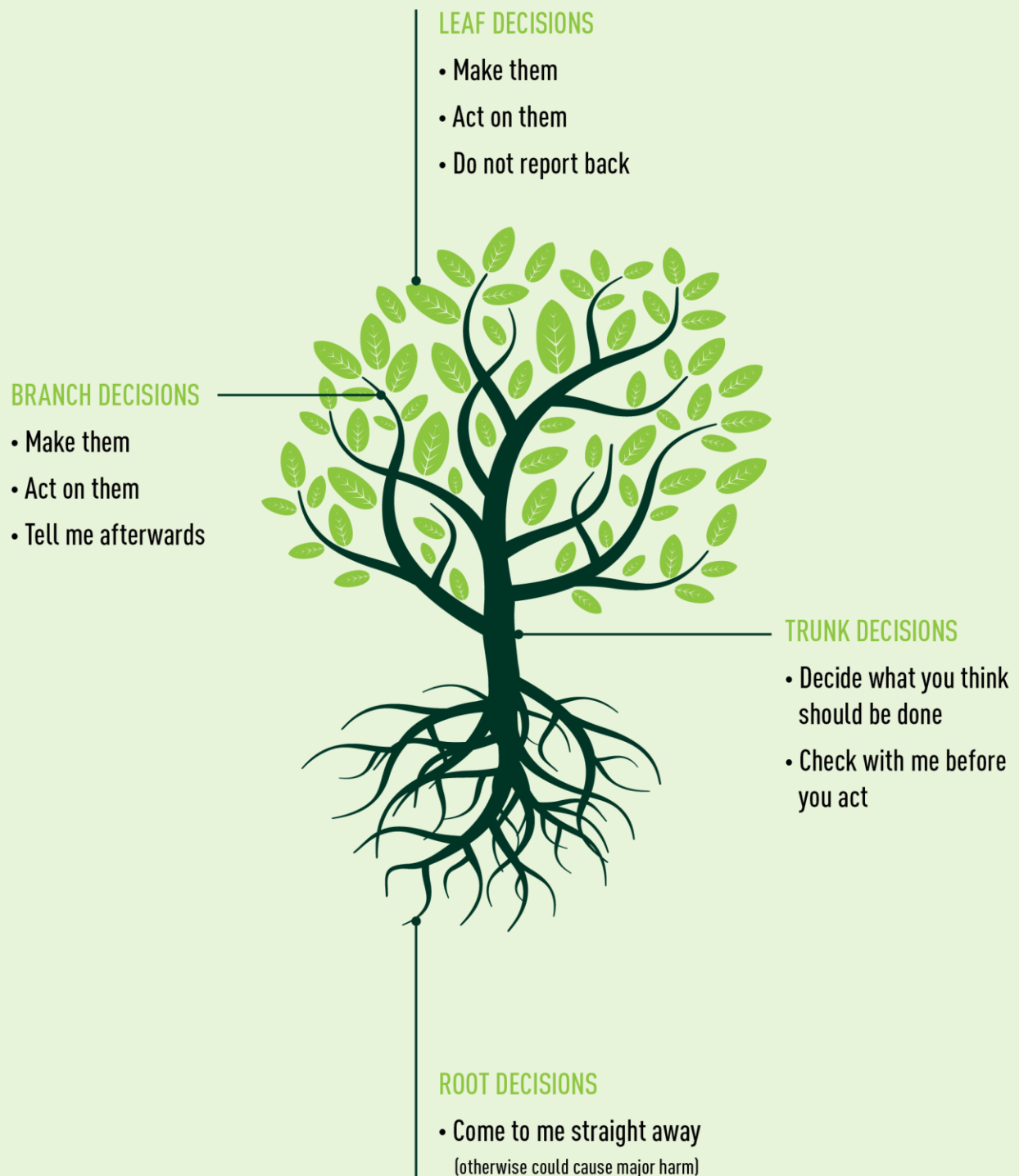


LEVELS OF DELEGATION AND DECISION MAKING



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Level 1: Leaf Decision — make the decision, take action, do not report on it at all

- Example: Ordering supplies up to \$1,000

Level 2: Branch Decision — make the decision, take action, report on it routinely

- Example: Updating new features to dashboard/key metrics documentation

Level 3: Trunk Decision — make the recommendation, wait for approval to take action

- Example: Price increases or discounting work to key client partners

Level 4: Root Decision — provide input, but manager owns this one

- Example: Firing a client