

Work Vehicle Sorter

Purpose: Choose the right management logic for the work.

Type	Use when	Needs	Risk if misread
Task	bounded action	owner, date, clarity	trivialises larger work
Project	bounded outcome	scope, plan, risk	launch without adoption
Programme	coordinated changes	integration, benefits	fragmented projects
Product	enduring proposition	discovery, ownership	project with no life after launch
Service	experienced across touchpoints	journey, quality	process misses experience
Process	repeated reliable flow	standards, owner	over-standardises uncertain work
Experiment	uncertainty needs learning	hypothesis, evidence	endless pilots
Capability	people must reliably do it	practice, tools, support	content without performance

Diagnosis: We are treating this as... / It may actually be... / The missing management logic is...