REPAIR TEST WORKSHEET

FORM REVISION	PRIVACY	REVIEW CADENCE
1.0	Working document	Use after an important failure

A system is revealed by what happens after failure. This worksheet distinguishes returning service from learning enough to prevent the same emergency from recurring.

FAILURE RECORD

What failed?

Date / duration

Who or what was affected?

SEVEN-STEP REPAIR TEST

Step	Question	Evidence / result	Status
1 Detection	Did the institution notice the problem itself or did the public have to force recognition?		
2 Communication	Did it explain what happened, what is known, what is unknown, and what people should do?		
3 Containment	Did it reduce immediate harm?		
4 Repair	Did the service return?		
5 Accountability	Did the institution identify cause and responsibility appropriately?		
6 Learning	Did procedures, staffing, infrastructure, or policy change?		
7 Memory	Will the organization remember the lesson after current staff leave?		

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FOLLOW-THROUGH

Root cause / contributing factors

Change that should prevent recurrence

Who owns the follow-up?

Verification date

Source basis: Every Government Dies - The Repair Test.
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