

The Judgment-Point Map.

Find the steps where somebody reads something and decides — the steps that kept the whole process manual.

Thirty minutes, one process. Write its steps in order, label each one conveyor, judgment point or craft, then name where the freed hours go and who moves them. The map ends in one word you can defend when compute gets cheap.

THE THREE LABELS — EVERY STEP GETS EXACTLY ONE

Conveyor — mechanical

1. The rule test. Could a written rule decide this step? Conveyor — AI is not your blocker.

2. The movement test. Moving, formatting, routing, chasing, reconciling — conveyor, whatever tool does it.

3. The cheaper-answer test. A mostly-conveyor process wants ordinary automation at a fraction of the token cost.

No AI in this column. Basic, cheap, deterministic automation — rules, scripts, integrations. Every step you leave here is a step you never pay tokens for.

Judgment point — the slot

4. The read-and-decide test. Somebody reads something and decides, and no rule covers it. That step kept the process manual.

5. The bounded test. Could you write down what a right answer looks like, and check it after? Bounded — a slot. Unbounded — craft.

6. The escalation test. Name what happens when the machine is unsure. No escalation path, no judgment point.

The only column that gets AI. One bounded call per decision, not a model running the whole process — that restriction is the token saving. Each point escalates to a person when the machine is unsure.

Craft — where the people go

7. The relationship test. Trust, negotiation or accountability? Craft. Leave it, and resource it properly.

8. The under-served test. Would customers pay for more than you can deliver? That is the destination for the freed hours.

9. The copy test. Could a competitor buy this from a vendor? Then it is not craft.

More than a safety net. Not just catching escalations from column two — this is the work customers choose you for, and where the freed hours get redeployed.

THE MAP

STEP, IN ORDER	LABEL	IF JUDGMENT POINT: THE DECISION, AND WHAT HAPPENS WHEN THE MACHINE IS UNSURE
	☐ Conv ☐ Judg ☐ Craft	
	☐ Conv ☐ Judg ☐ Craft	
	☐ Conv ☐ Judg ☐ Craft	
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	☐ Conv ☐ Judg ☐ Craft	

The hour trail. When this process gets faster, where do those hours go, and who moves them? Name a craft step and a person — an aspiration is not a destination.

Judgment points _____ Hour trail named? _____ Verdict: _____

Judgment points + a named trail · **positioned** — you know what to buy when compute gets cheap. Judgment points, no destination · **half-mapped** — you will automate and capture nothing. No judgment points · **unmapped** — ordinary automation, or leave it alone.