



**JOB AID**

# OWNERSHIP DECISION GUIDE

Helps decide when to step in.

### Use When

An issue is “not your task” but affects outcomes.

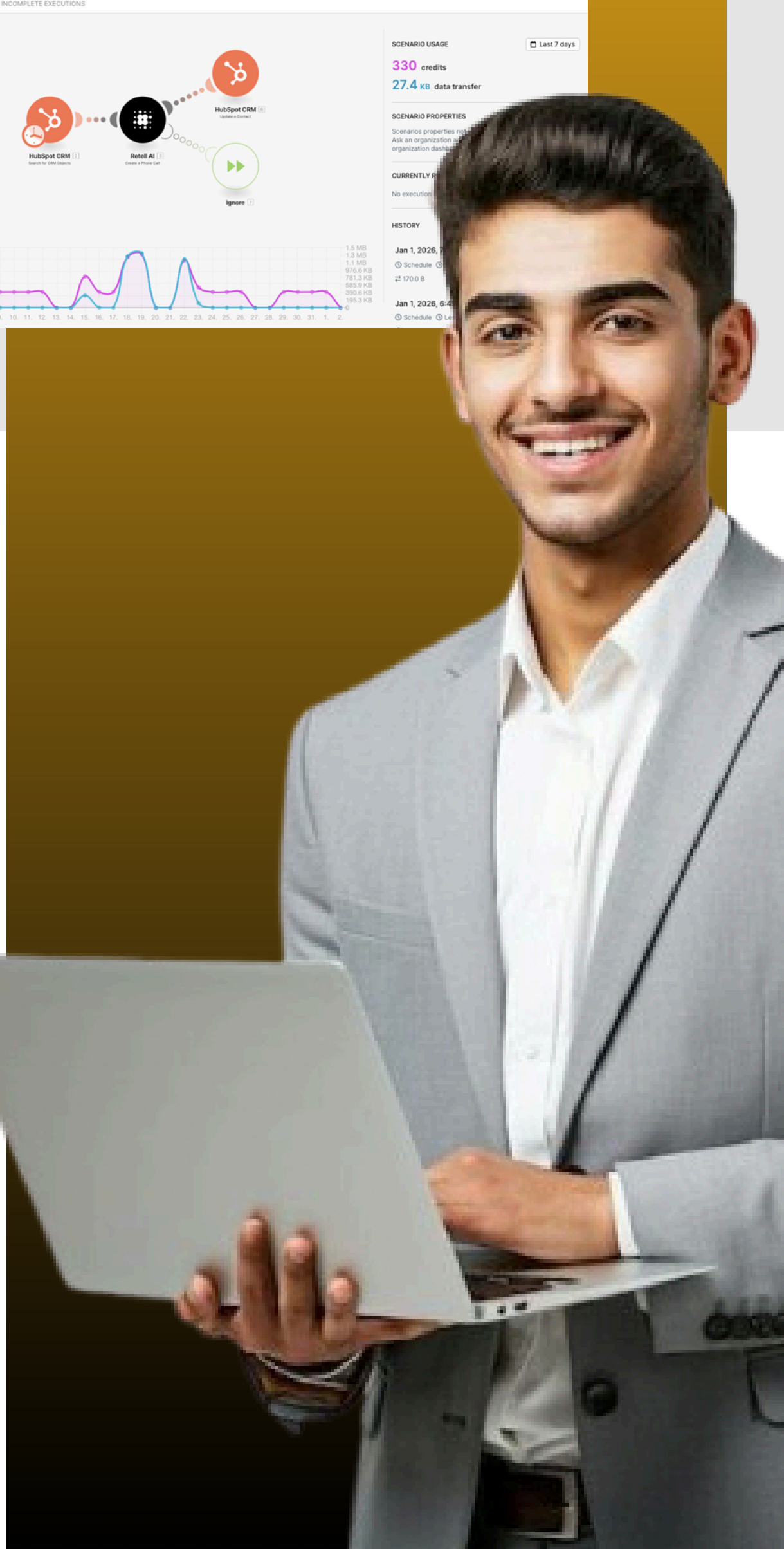


### Include

- Does this impact service?
- Is someone waiting?
- Will delay increase risk?

### Key Reminder

Ownership precedes authority.



### Key Reminder

Certified VAs follow systems. Clear systems create reliable results.

