How a Founder-Led UK Business Reduced Decisions Running Through the Founder by 60% in 4 Weeks

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How a founder-led UK business reduced the number of decisions running through the founder by 60% in 4 weeks?

Illustrative Example — the following is a scenario built to show how Konsyte works. It is not a real client or an engagement.

The founder realised there was a problem when she counted 47 Slack messages and emails that week that needed her decision. Another 12 meetings were on her calendar simply because someone needed her sign-off. She wasn't running the business. She was approving it.

The firm had grown to 75 people over four years. The team was experienced, and several department leads had been hired specifically to take work off the founder's plate. But nobody had clearly defined what team lead could decide themselves and what needed the founder's approval. So, by default, everything came to her — a £3,000 vendor change, a client discount, a junior hiring decision or a project schedule change.

Konsyte spent the first two weeks mapping the firm's decision-making process. The consultant worked with the eight function leads — client delivery, finance, hiring, marketing, ops, sales, IT, HR — and reviewed decisions from the previous quarter: what decisions were being made, who was making them, and who actually needed to be involved. The same issue appeared across all eight functions. Team leads were escalating decisions they were capable of making themselves. A delivery lead with six years at the firm was still sending routine client fee adjustments to the founder simply because that was how things had been done since the firm was 12 people.

The fix was a simple decision authority matrix. Every decision was placed into one of three categories: **Founder, Team Lead or Anyone.** Founder-only decisions covered major issues such as new service lines and senior hires. Team leads could handle day-to-day decisions within their functions — a project timeline shift, a vendor under a set spend threshold, performance conversations with their own reports, while routine decisions such as scheduling and standard expenses could be handled by anyone.

Each function got a one-page version of the matrix, agreed directly with its lead. This made it clear who could decide what, without adding another layer of process.

There was some pushback. One delivery lead worried about being responsible for client fee adjustments up to 10%. Konsyte's response was simple: occasional mistakes by a capable lead were less costly than having the founder approve every small decision herself. He kept the authority.

Four weeks later, the founder was handling around 60% fewer decisions roughly than at the start. Team leads were making decisions they had technically always been capable of making but had never been clearly empowered to take. The founder even took a Friday off — the first in two years without spending half the day checking her phone for approvals.

If this sounds familiar — book a free 30-minute Strategy Health Check at konsyte.com