GLITCH REPORT TOOLKIT

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Turning Mistakes into Opportunities

A Glitch Report transforms mistakes from sources of stress into valuable learning opportunities. Instead of hiding errors, we bring them into the open - not to assign blame, but to learn and improve together. This practice builds psychological safety, prevents repeat mistakes, and helps teams develop innovative solutions. When we treat glitches as normal parts of work that we can learn from, we create stronger, more resilient teams.

DAILY REPORTING TEMPLATE

What Happened?

- Situation:

- Time/Location:

- Who was involved:

Impact:

- Customer affected:

- Team affected:

- Process affected:

- Other:

Solution Applied:

Learning Opportunity:

- Root cause:

- Prevention idea: