2027 Capacity Planning

One crew group. One week. One explicit operating decision.

Week of: _____ Location / skill group: _____

Prepared by: _____ Review date: _____ Hours source: _____

Use person-hours throughout. Two people x eight hours = 16 person-hours.

Count each hour once. Keep different skills and locations separate.

A	**Scheduled paid labor hours** Before deductions; confirmed staffing only.	_____ h
B	**Known non-job hours** Leave, training, travel, etc., not already in job estimates.	_____ h
C	**Protected allowance** Uncertain time, justified by your records; no default percentage.	_____ h
D	**Planned delivery budget = A - B - C** Keep any negative value visible.	_____ h
E	**Committed work due this week** Remaining job hours, including known return visits.	_____ h
F	**Capacity balance = D - E** A negative balance is a gap to resolve.	_____ h

Allowance basis / double-count check:

Readiness check: materials, access, equipment, skills and sequence.

Keep committed-but-not-ready work in E; record its missing condition below.

Decision / missing condition: _____

Owner: _____ Action: _____

Due: _____ Customer communicator: _____ Revised balance: _____ h

A positive balance is not permission to promise a date. Check the actual calendar.

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Worked example and stress test - all numbers are hypothetical.

The base plan has a 16-hour gap.

Eight employees x 40 scheduled paid hours = 320 person-hours.

These assumptions illustrate the arithmetic; they are not staffing benchmarks.

Person-hours	Base week	One absence	New job
A Scheduled hours	320	280	320
B Non-job hours	64	64	64
C Allowance	32	32	32
D A - B - C	224	184	224
E Committed work	240	240	264
F D - E	**-16**	**-56**	**-40**

Read the scenarios separately

Absence: remove 40 scheduled hours; keep the other assumptions fixed.

New job: add 24 committed hours; keep the original staffing.

If both happen, calculate a combined scenario instead of choosing one column.

Resolve the decision before another promise

1. Check Verify remaining job estimates and count non-job hours only once.

2. Choose Agree a changed date, resequence work or confirm qualified capacity.

3. Recheck Moving work shifts the burden to another week; test that week too.

4. Assign Name the owner, action, deadline and customer communicator.

5. Learn Compare estimates with actual hours and work carried forward.

2027 use: test opening weeks, holidays and seasonal peaks; update weekly.

This is an hours check. Cash flow, profitability and legal requirements need separate review.

Full guide: jayzaabri.com/2027-service-business-capacity-planning/