Quote Clock card

Measure your own last five quotes. Use job IDs only. Keep customer names off this card.

Your last five sent quotes

Use the visit end time and the time the quote was actually sent. Keep the same time zone. Hours = (sent date and time minus visit end date and time) x 24. Do not use quote-created time.

Job type or ID	Visit ended	Quote sent	Hours	Won lost open
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____
_____	_____	_____	_____	_____

Your middle number

Sort the five hours from low to high. The third number is your median. Your median: _____ hours. If you have fewer than five, record how many and label the result as a smaller sample.

One extra line for reply times

For your last five inquiries, subtract inquiry time from first contact time. Hours: _____ _____ _____ _____ _____. Sort them. Middle number: _____ hours. Use the same definition at the end of the sprint.

FICTIONAL Demo Comfort Co sample

Job type	Visit ended 2026	Quote sent 2026	Hours
Heat pump	11/02 3:00 p.m.	11/03 10:00 a.m.	19
Wall AC	11/03 11:00 a.m.	11/03 1:00 p.m.	2
Solar	11/04 4:00 p.m.	11/07 2:00 p.m.	70
Two-room AC	11/05 9:30 a.m.	11/05 2:30 p.m.	5
Heat pump	11/05 4:30 p.m.	11/06 6:30 p.m.	26

Read the sample

Sorted hours: 2, 5, 19, 26, 70. Median: 19 hours. Average: 24.4 hours. These made-up times explain the card. They are not company results or a promise of yours.

Your next change

One step to remove: _____ Owner: _____ Test date: _____