

A residual is whatever remains once a process has done everything it was built to do. For any major event, ask three questions in order: What outcome was this organization responsible for? What outcome still remains, once they have done that well? Who owns that remaining outcome now?

Worked example, a hospital discharge. The hospital was responsible for stabilizing the crisis and arranging a safe discharge. What remains is whether recovery actually happens once your loved one is home. That outcome belongs to the family. It was never the hospital's to own past the door.

Event or organization	What they were responsible for	What still remains	Who owns it now