Answer quality — 118 corrections out of 1,460

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The figure the agent publishes about itself, and what it does with it · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **8 % of answers were corrected by the management controller this quarter.** The figure is published every month unasked: **a correction rate that is not measured becomes a correction rate that does not fall.**

Breakdown of the 118 corrections

Nature	Number	Real cause
Choice of definition on margin	**94**	**Three definitions coexisted, none had been arbitrated — both figures were exact, the disagreement was about the question**
Ambiguous question	15	**« Our sales » meant invoiced to some, ordered to others**

Nature	Number	Real cause
Error by the agent	**9**	**Periods straddling the 1 April branch transfer**
Total	**118 of 1,460 — 8 %**	—

What was fixed, and the measured effect

Fix	Date	Measured effect
Margin definition arbitrated by the controller	**26/02**	**Corrections about margin: from 94 to 7 in six weeks**
Ambiguous question: the agent asks which reading is wanted before answering	Immediate	**A ten-second question beats a four-minute answer that has to be redone**
Periods straddling a scope change	Immediate	Flag carried at the top of the scope sheet

What is published every month, with no prior approval

Published indicator	Detail
Number of corrected answers	Out of the total number of questions asked
Cause of each correction	**Definition, ambiguity, or agent error — named**
Indicator concerned	Shows where corrections concentrate

> **What is proposed:** work through the remaining 25 definitions at three a month. **The correction rate should follow the same curve as margin: the causes are the same.**

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For management control to settle

Three definitions to arbitrate next month: _____

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