In-house glossary — 340 equivalences

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Document issued on 09/11/2026

31 double-meaning acronyms, 12 renamed sites · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Each equivalence is established because both terms designate the same reference in Ventaline's own parts lists**, never because they look alike. The glossary is drawn from twelve years of the company's documents, **not from a dictionary bought elsewhere.**

Three populations, three ways of naming the same machine

Who is speaking	The word used	What it designates
Design office	“air-handling unit”	**The same machine**
Workshop	“box”	The same machine
Technical documents	“AHU”	The same machine
After-sales	**The 14 commercial references in the range**	**The same machine**

What the glossary holds

Family	Volume	Handling
Equivalences established	**340**	All verified against a Ventaline parts list
In-house acronyms expanded	**218**	The acronym and its long form return the same results
of which acronyms with two meanings depending on the department	**31**	**Two families of results kept separate, each labelled with its department — the agent does not choose**
Site names that changed along the way	**12**	The old names remain searchable

The two examples that decide the gain

Case	What used to happen	What happens now
“PD”	**“Peak duty” in the design office, “price demand” in purchasing — the search mixed the two**	**Two separate families, labelled by department**
Loudes Hospital	**“Loudes GH” for two years, then “Western Trust — Loudes site”: three names, one site**	**All three names return the whole site** — the search used to find only a third of it

The result measured over the month

Measure	Before	After
Share of a search spent querying the sources one after another	**60 %**	**8 %**
Searches succeeding first time	**56 %**	**84 %**

What is advised against, with figures

Option	What the trial gave	Conclusion

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Adding “general trade” synonyms taken from outside your walls	**Trial with 900 generic equivalences: searches succeeding first time fell back to 71 %**	**A term that is not yours brings back documents that are not the answer — 340 true equivalences beat 900 plausible ones**

The glossary can be corrected with a word by any member of staff, and the agent reports each month **the ten most-searched terms that return nothing**: they are what writes the rest of the glossary. **It leaves with Ventaline the day it stops**, in a format readable without us.

For Ventaline to settle

Person responsible for arbitrating disputed equivalences: _____

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