



Searches returning nothing — 221, then 63

LINDBERGH FORMATION — 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114

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7.6 % → 2.1 % after text recognition on 22,400 documents · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **This is the figure that does not flatter the agent, and it is better coming from it.** It is given with its measured cause, what was done, and the following month's result.

The first month

Measure	Value	Share
Searches this month	2,900	100 %
Searches returning nothing	221	7.6 %
of which documents predating 2019, scanned as plain images	197	89 % of the failures
of which documents that do not exist	24	11 % of the failures

An image of a page has no text: the document is there, it opens, and it is unreadable by a search. And knowing in ten seconds that a document does not exist beats hunting for it for three days — the 24 failures in the second category are

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already a gain.

What was done

Operation	Volume	Duration	Effect on the originals
Text recognition over the pre-2019 holdings	22,400 documents	11 nights	No original touched — the recognised text is stored in the index, not in your files

Text recognition reads the words inside an image of a page: the scanned document becomes one you can read, search and quote.

The following month

Measure	Month 1	Month 2	Change
Searches	2,900	3,000	+100
Returning nothing	221 — 7.6 %	63 — 2.1 %	–158
of which on documents that genuinely do not exist	24	47	What remains is management information, not a search defect

The rule held to most firmly

Situation	What the agent does	What you gain
A test record does not exist	It says what is missing, where it looked, and who would have it	No document ever becomes “probably compliant”: what the agent hands you can be produced in front of a customer or an auditor
A value is unreadable	It is flagged as unreadable, with the document's location	It is never guessed from the context: you know where to go and read it, and the figure you reuse is the document's own

A guessed value is indistinguishable from a read value, and that is what would make the rest of the system unusable. The published failure rate is the price of that rule — **and it is a price paid once, whereas an invented value is paid for at every reuse.**

The month's top three searches returning nothing

What is searched for	Occurrences	What it reveals
Acoustic test records 2015-2018	14	The design office believed it had archived them — that is management information
Insurance certificates for two subcontractors	9	Never filed in a connected source
Commissioning manuals for a discontinued range	6	They exist at the manufacturer's, not at yours

Monthly report proposed: the ten most frequent searches returning nothing, sent to the head of information systems. **No person's name appears in it — search terms, not searchers.**

For Ventaline to settle

Recipient of the monthly report on searches returning nothing: _____

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