Search result — acoustic calculation note, Loudes Hospital site

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3 versions, 1 that governs, 11 e-mails concerned · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Every result carries three things:** the exact location, the last-modified date, and **the reason it is ranked first.** It is that third line that takes identifying the right version from **30 % to 4 %** of the time spent on a search.

What comes back

Document	Date	Exact location	Status
Acoustic calculation note — revision C	**14/09/2023**	Design office file repository · *Sites / 2023 / LOUDES / 04-Acoustics*	**Governs — it is the revision attached to the as-built file**
Acoustic calculation note — revision B	02/06/2023	Same folder	**Study version, prior to the modification of the level 3 units**

Document	Date	Exact location	Status
Acoustic calculation note — revision A	11/04/2023	Design office document management	Never issued

The as-built file is handed to the client at delivery; it describes the works as actually built, and it is the document referred to in a dispute. The design office document management system is the tool where the design office files its documents with their successive revisions.

The fact flagged without being asked

Finding	Volume	Period	Why it is flagged
E-mails sent to the project manager with revision B attached	**11**	June → September 2023	**If a question arises today about the acoustics of level 3, that is the version your counterpart has in front of them**
Times revision C was sent to the project manager	**0**	—	Revision C went out with the as-built file, never by e-mail
Colleagues who opened revision B the day before	**3**	—	They were looking for the right version and found the most circulated one

This is not a search problem, it is a point to settle before the meeting. The agent does not characterise it and concludes nothing: it gives the fact, its date and its source, and the account manager decides what to do with it.

What the question “which is the right version?” costs Ventaline

Measure	Value	Reading
Searches this month about “which is the right version”	**412 out of 2,900**	**14 % of the company's searches**

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Measure	Value	Reading
Share of a search spent tracing the original location	**30 % yesterday, 4 % today**	**It is no longer your 4 %: it is one click on the location**
Sites still under warranty or under contract	190	As many as-built files whose reference revision can be marked

> **What is proposed:** that the design office director marks “governs” on the revisions attached to the as-built files of the 190 sites still under contract. **Half a day of his time, and the most frequent question in Ventaline's searches leaves the document channel.**

For Ventaline to settle

Date of the “governs” marking session by the design office director: _____

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