Quarterly summary — 555 hours handed back, and the 3,550 searches missed

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

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The line-by-line detail, causes included · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. The firm, its clients, its documents and its figures were invented; they illustrate a situation common in management consultancy and describe no real client. **The figure the agent publishes about itself is published first**, and it is followed by what corrects it.

The capture rate, and its three causes

Searches in the quarter	Volume	Share	Cause	What addresses it
Handled by the agent	**1,850**	**34%**	—	—
Concerning earlier files never loaded	**2,100**	39%	Files opened before installation	**Loading the 40 most consulted files — addresses 1,300 of the 2,100**

Searches in the quarter	Volume	Share	Cause	What addresses it
Direct opening out of habit	980	18%	Habit among the longest-serving consultants	**Nothing forced: habit follows the quality of the answer**
Concerning the expired library	470	9%	Access not renewed since 28/05	Renewal purchase order

The hours handed back, line by line

Line	Searches	Minutes saved per search	Hours
Finding the passage (60% → 8%)	1,850	13	**400 h**
Checking the applicable version (35% → 5%)	1,180	7.5	**147 h**
Comparing two diverging sources (30% → 7%)	150	5.75	**14 h**
Total	—	—	**561 h, brought to 555 h after removing double-counted searches**

Conversion, on the statutory basis and rounded down: 555 hours against a monthly basis of **151.67 hours** makes **more than three months of work handed back to the firm in one quarter**. **The reference figure remains the 555 hours**; the conversion illustrates it.

The order proposed for the coming quarter

Rank	Action	Searches addressed	Who decides

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1	**Load the 40 most consulted earlier files**	**1,300**	Methods team
2	Renew the study library	470	Partners' committee
3	Impose nothing on the 980 direct openings	—	**Habit follows quality; it is not decreed**

What is not measured, and will not be: how many questions each person asked. **The day that counter exists it becomes a target; the day it becomes a target it stops saying anything about the holdings.** What is counted here are documents and answers.

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