



Promised lead-time performance — the 22 branches

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

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18 months of promised and actual dates · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The four commercial commitments enter all three plans as hard constraints:** no plan is proposed if it degrades them. **The measurement below covers 1.4 million movements.**

The four commitments, as written in the commercial terms

Commitment	Scope
Next-day delivery	Core catalogue, the 22 branches
Day-after delivery	Extended catalogue
In-branch collection within 4 hours	The 22 branches
Site delivery in a confirmed slot	On request, with an hourly commitment

Performance measured over 18 months

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

Scope	Performance	Reading
Overall	96.2 %	Across 1.4 million movements
19 branches out of 22	97 % or better	No action
3 branches	84.1 %	They concentrate 61 % of lead-time complaints

The cause, and it is mechanical

Fact	Value	Consequence
Departure of the Centre → East lane	19:00	—
Commercial <i>cut-off</i> of those 3 branches	18:00	An order placed at 17:50 reaches picking at 18:10 and misses the departure by an hour
Actual gap between the two schedules	10 minutes of handling	It is not a question of means: it is a mismatch nobody had compared

The *cut-off* is the latest hour at which an order is taken for next-day delivery. **Two schedules written in two different systems, never placed side by side: that is what matching promised dates against actual dates brings out in a single reading.**

The two corrections, both costed

Correction	Performance obtained	Cost	Commercial effect measured on history
Move the 3 branches' cut-off to 17:30	98.3 %	None	2.1 % of the orders concerned would move to the next day — €210,000 of revenue displaced

Correction	Performance obtained	Cost	Commercial effect measured on history
Move the lane's departure to 20:00	99.4 %	€26,000 a year in shifted picking hours	No order lost

Recommendation: the second, and the arithmetic is yours. €26,000 keeps €210,000 of revenue same-day at those three branches, and takes their performance from 84.1 % to 99.4 %. The decision belongs to the director, and it is made on those two lines.

For the logistics director to settle

Correction retained for the 3 branches on the Centre → East lane: _____

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