



Quarterly review — 630 hours and 299 corrections

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

Document issued on 24/09/2026

63 working days, 11,970 requests · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The figure that does not flatter the agent sits in the same table as the others**, with its measured cause and the correction already applied. An unflattering figure with no follow-up is a confession; followed by a measured correction, it is proof of clear-sightedness.

What the quarter gave back

Measure	Value	Basis
Requests received	11,970	190 a day × 63 working days
Time per request	4 min 10 → 1 min	Front-desk time records
Time given back	10 h a day · 630 h over the quarter	3 h 20 per secretary per day
Time spent at the counter	+41 %	Time records

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.

Measure	Value	Basis
Call-backs to patients whose appointment had moved	117	Nobody did them before
Overtime declared	0	74 h in the previous quarter

The figure that does not flatter the agent

Finding	Volume	What explains it	What was done
Referrals corrected by the coordinator	299 out of 8,300 — 3.6 %	One referral in 28	Count taken to the lead physician with the cases
of which on a single reason	209 — 70 %	The protocol did not separate the renewal of a stable treatment from the one following a change of dosage; both are stated with the same words on the phone	Two lines added to the protocol and one question to the intake
Measured effect of the correction	6 weeks	Question “has your treatment changed?”	Correction rate 3.6 % → 0.9 %

The unflattering figure did not vanish: it was paid once, and it left the protocol better than it found it. That is why the correction statement is proposed as a quarterly review: **it is the only indicator that says where the protocol is thin, and it costs nothing to produce.**

Cost against time given back

Item	Value
Subscription	Price not published
Over the quarter	Price not published

Item	Value
Front-desk time given back	630 hours
Cost of an hour given back	Price not published

The calculation is given in full rather than as a ratio: the centre will redo it better with its own loaded costs, and a figure you can redo yourself beats a figure you have to take on trust.

For the centre to set

Date of the quarterly protocol review: _____

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