Answer quality — from 218 to 41 in thirty days

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Measured by your own advisers · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The measure is made by the company's advisers, never by the agent:** that is what makes it credible. This attachment gives the first month's figure exactly as it stands, its precise cause and the measured fix.

The first month, and the next

Period	Enquiries	Answers judged off the mark	Rate
First month	3,400	**218**	**6.4 %**
Following month	3,400	**41**	**1.2 %**

The cause, measured rather than assumed

Finding	Value	Reading

Answers concerning three ranges added to the catalogue in January	**174 of 218**	**Their technical sheets lived in a purchasing department spreadsheet**
Ranges covered by the product base	38 of 41	**Three were missing, and they carried 80 % of the gap**
Answers outside those three ranges	44	Questions never asked before

The fix and its result

Action	Date	Cost	Measured result
Loading the 3 technical sheets into the product base	**On the 12th**	**Loading some files**	**218 → 41 in thirty days**
Review of the remaining 41 with the adviser	Every week	—	**The correct answer enters the base the same day**
Questions never asked before, among the 41	—	—	**29 — handled alone at the second occurrence**

The proposed review protocol

Sample	Weekly volume	Why
Exchanges drawn at random	50	An unbiased measure
The longest exchanges	**10**	**A long exchange is one where something was missing: those teach the most**
Load on the manager	**1 hour a week**	**The score never depends on the agent**

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