



Quarterly review — 7,650 hours returned

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

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The calculation redoable on one page · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The three items do not add up on a single file:** each is measured on the files where that work occurs. The total is computed volume by volume.

The three items measured

Item	Before	After	Files / year	Hours returned
Chaining the handling steps	65 % — 55 min	9 % — 7 min 30 s	5,100	4,037 h
Preparing the costing	45 % — 54 min	8 % — 9 min 40 s	2,400	1,773 h
Building the trail	30 % — 25 min	4 % — 3 min 20 s	5,100	1,842 h
Total	—	—	—	7,650 h a year

What it is worth, and what it costs

Line	Calculation	Value
Handling capacity returned	7,650 h × €42	€321,000 a year
Subscription	€771 × 12	€9,252 a year
Temporary staff avoided on a claim peak	640 h	€46,000

The four measures policyholders feel

Measure	Before	After
Average settlement time	34 days	12 days
First reply within 5 working days	71 %	98 %
Files going back out for a missing document	38 %	9 %
Lapse within 12 months of a claim	9.4 %	6.1 % — 168 policies kept, €70,560 of premium

Two figures for the finance department

Line	Amount
Recoveries collected this quarter	€39,400
Still claimable on the 138 files reopened	€72,000

These hours are not a payroll saving: they went into assessment, the telephone and recoveries. That is what made it possible to absorb the storm without a single temporary hour.

For management to set

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 10 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.

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