



Forty-one requests, nineteen days against eight

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

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Each hand-back taken alone is defensible** — the department judges it is not their scope, and they are often right.

Path	Requests	Average time
One department only	3,584	8 days
One hand-back	315	13 days
Two hand-backs	41	19 days

The problem is not the hand-back, it is that there is no third instance. A request handed back twice is one nobody owns, and the process has nothing for that case.

What the agent does from this morning

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Situation	Action	Is it a block?
First time a request comes back	It goes out again, to the other department	No
Second time	It is stopped and queued visibly	Yes — the only one in the tool

A third routing has a one-in-two chance of being right, and the request has already waited. A two-minute human decision beats a bet.

What the process owner receives

Element	Supplied?
Both departments involved	Yes
The reason for each hand-back, as written	Yes
The time already consumed	Yes
A department named as at fault	No

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