The inspection unit's flow — 9,400 enquiries, 11 topics, 1,051 hours

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

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12 months of enquiry log, matched against the register of reports and the filing plan · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The measurement covers the QUEUES and the DELAYS of the service, never what a named member of staff does. The 11 reference answers are written, sourced by article number and dated: the unit rereads eleven texts, not 6,580 replies. All eleven carry the general law applicable to everyone — none of them covers an individual situation, which is for the inspector.**

Where the year's 9,400 enquiries come from

Channel	Enquiries	Share	What it costs today	What changes
Calls to the unit	**5,600**	**59.6 %**	**1,372 ring unanswered — 24.5 %**	**All answered; the 11 topics handled in full**

Channel	Enquiries	Share	What it costs today	What changes
Service emails	2,400	25.5 %	**12 days average delay**	**1 day**
Counter visits	900	9.6 %	Queue, file searched for in front of the caller	File assembled before the interview: reference, history, current deadline
Website forms	500	5.3 %	6 days before the first acknowledgement	Qualified acknowledgement within the minute, with the reference and the missing item
Total	**9,400**	**100 %**	—	—

The 11 topics covering 6,580 enquiries — and the dated source of each answer

Topic	Enquiries	Source of the reference answer	Dated version
Overtime and its premium	**1,180**	Labour Code, art. L3121-36 — with a pointer to the applicable company or sector agreement	01/01/2026
Compulsory notices and disclosures	**940**	Labour Code + the unit's information sheet	01/01/2026
Pay, payslip and time to act	**820**	Labour Code, art. L3245-1	01/01/2026
Paid leave — accrual, taking, allowance	690	Labour Code + the sector's extended collective agreement	01/02/2026
Maximum working time and rest	640	Labour Code + prefectoral derogation orders	12/04/2026

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Topic	Enquiries	Source of the reference answer	Dated version
Termination of contract and end-of-contract papers	580	The unit's information sheet, sheet 3	01/01/2026
Filing a report and what becomes of it	520	The unit's service note	01/01/2026
Prevention and information medical visit	410	The unit's information sheet, sheet 7	01/01/2026
Single staff register	310	Labour Code + the unit's information sheet	01/01/2026
Employee representation	290	The unit's information sheet, sheet 5	01/01/2026
Access to the applicable collective agreement	200	Extended collective agreements of the 4 dominant sectors	01/03/2026
Total covered	**6,580**	**70.0 % of the flow**	—

The three costed items — the calculation rule sits in front of each line

Item	Annual volume	Today	After	Hours returned
Regulatory letter drafted on a template	**2,180**	**12 min, of which 60 % mechanical re-entry — 7 min 12**	**10 % — 1 min 12 of rereading**	**218 h**
Information reply to a member of the public	**6,580**	**9 min, of which 40 % drafting — 3 min 36**	**10 % — 54 s**	**296 h**
Document filing	**3,100 items**	**100 % manual — 56 h/month, 672 h/year**	**20 % — 134 h of checking**	**537 h**

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Item	Annual volume	Today	After	Hours returned
Total	—	—	—	**1,051 h**

Conversion, single basis, rounded down: 1,051 hours is **more than thirty weeks of 35 hours** (30.0 exactly) and **more than six months of 151.67 hours**. **The reference figure remains the 1,051 hours**; the conversion illustrates it, it does not replace it. **Watch hours are not counted in this total**, for want of a measurement the unit could check for itself.

The survey nobody had the days to run

What the report is missing	Reports over the year	Share of the 1,460	Measured consequence
Workable identification of the establishment	**243**	16.6 %	Request for further information, 21-day average turnaround
Date or period of the facts	**201**	13.8 %	The facts cannot be placed against the applicable version of the text
Job and length of service of the person concerned	**132**	9.0 %	Attachment to the right establishment file is uncertain
Total incomplete reports	**604**	**41.4 %**	**Some of which never come back at all**

Version of the 11 reference answers settled by the head of the inspection unit, on: _____

What this document does not contain, deliberately: no ranking of establishments, no risk score, no target list. The 6,200 establishments in the area appear nowhere in rank order. The choice of interventions belongs to the inspectors, who « *are free to organise and conduct inspections on their own initiative and*

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decide what follow-up to give them » — **Labour Code, article L8112-1**.

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