Substantive corrections — 214, then 39

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

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3.4 % → 0.6 % after the sheets were revised · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **This is the figure the agent publishes about itself, and it is better that it comes from the agent than from a resident at the counter.** It is given with its measured cause, what was done about it, and the following quarter.

The first quarter

Measure	Value	Share
Answers prepared	**6,240**	100 %
Corrected on substance	**214**	**3.4 %**
of which drawn from an outdated procedure sheet	**171**	**80 % of the corrections**
of which situations without precedent in the service	43	20 % of the corrections

The 171 corrections caused by an outdated sheet

Nature of the discrepancy	Number	Sheet at fault

Floor and office of the documents service	**94**	Identity documents — filing and collection
Rate of the resident-parking permit	58	Resident parking
Closing time in the summer period	19	Town hall opening hours

It was not a drafting error: the agent was faithfully reproducing a sheet that had aged. **The cause sat in the reference sheet, not in the wording** — and that is why it can be corrected once and for all.

What was done

Measure	Effect
Every sheet carries the decision it relies on and its date	**The match is seen at a glance**
Nightly matching of the 62 sheets against the published decisions	**Any sheet a decision amends is rewritten overnight and waits for approval in the morning**
A sheet withdrawn by the town	**It leaves the answers at the same hour**

The following quarter

Measure	Quarter 1	Quarter 2	Change
Answers prepared	6,240	6,890	—
Substantive corrections	**214 — 3.4 %**	**39 — 0.6 %**	**−175**
of which caused by an outdated sheet	171	**0**	**The cause has gone, not just the symptom**

The rule that holds everything else together — request rather than infer

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Situation	What the agent hands over	What it gives
A document is missing from the file	**What is missing, where it looked, who holds it — and the request already drafted to its recipient**	**268 missing values over the quarter, 268 requests prepared, 241 replies back within eight days**
A rate cannot be found	**The absence flagged, the reference to the governing decision, and the request ready to go**	**A guessed value would be indistinguishable from a read one: that is what makes 0.6 % a figure you can rely on**

The 7 further topics proposed

Origin	Volume	What is proposed
Particular situations of quarter 1	**43**	**7 new reference answers, written, for the service to read**
Quarter 2 corrections already covered by those 7 topics	**31 out of 39**	**The same correction as the sheets, applied one notch further**
Scope after approval	—	**22 topics instead of 15**

> **All 214 corrections were made before the answer went out to the resident**, on answers that had been prepared and read. **That is exactly what the reading is for — and it is what makes it possible to sign the mandate knowing the figure.**

For the town to settle

Chosen frequency for the record of substantive corrections: _____

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