



Duplicate criterion — 396 alerts down to 118

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32 % of alerts with nothing behind them, down to 7.3 % · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **This is the figure that does not flatter the agent, and it is better that it comes from him than from a member of staff tired of opening empty alerts.** It is given with its measured cause, what was written, and the following quarter.

The first quarter

Measure	Value	Share
Alerts issued	300	100 %
Nothing behind them after examination	96	32 %
of which from the single “duplicate” check	74	77 % of the empty alerts
of which scattered one-off cases	22	23 %

The cause, measured and not assumed

The check matched **the supplier and the amount**, without reading the call-off order reference. **Now a call-off contract legitimately produces identical invoices, month after month:** a fixed-price maintenance service issues twelve a year, **and all twelve came back as duplicates. It was not a reading error, it was a criterion that was too short.**

The tightened criterion, replayed over twelve months

Element	Original criterion	Tightened criterion
Points matched	Supplier, amount	Supplier, amount, call-off order reference, date of certification of service
Alerts over twelve months	396	118
Duplicates actually confirmed	47	47 — all kept
Documents that no longer go back to the spending department for nothing	—	278

All 47 confirmed duplicates are kept by the tightened criterion, and that is the one point on which there was no trade-off: **a narrower criterion that let a real duplicate through would be of no interest whatsoever. 278 suppliers, on the other hand, stop being paid late because of an unjustified alert.**

The following quarter, criterion in force

Measure	Quarter 1	Quarter 2	Difference
Alerts issued	300	288	—

Measure	Quarter 1	Quarter 2	Difference
Nothing behind them after examination	96 — 32 %	21 — 7.3 %	–75
of which call-off contracts	74	0	The cause has gone, not merely the symptom

What stays with the authority

Act	Duration	What it makes enforceable
Settling the tightened criterion	One signature	A check settled by the department is enforceable against a spending department that would contest it — that is what makes it a rule and not a practice

The criterion is written and already measured over twelve months: the decision is taken on figures, not on an intention, and **it is in force that very evening.**

For the authority to settle

Date the tightened criterion is settled: _____

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