Proposals set aside — 27 % then 9 %

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Two quarters · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Of the 510 proposals set aside in the first quarter, 412 were vacancies the agent should not have proposed: the file's fields did not carry the certificate that the document filed by the person did carry. The cause is named, the rule that closes it is in service, and the following quarter measures it.**

What was set aside, and the cause of the gap

Quarter	Proposals	Set aside	Rate	Measured cause
First	1,890	**510**	**27 %**	**412 on vacancies requiring a certificate or licence absent from the file's fields — while the document filed by the person did carry it**; 98 on situations the file could not know
Second	1,940	**174**	**9 %**	**Mainly situations belonging to the interview, not to the record**

The rule applied since

Measure	Volume	Effect
Extraction of certificates, licences and qualifications from filed documents	**2,140 found across 9,400 files**	**A vacancy is no longer proposed on an empty field when the filed document carries the answer**
Vacancy requiring a certificate absent from the file	—	**No longer proposed: it goes to the adviser as a question to ask**
Certificates expiring within 6 months	**180**	**Flagged to the adviser three months ahead — an expired certificate costs a hire**

What is proposed next

Measure	Cost to the adviser	Expected effect
Three clickable reasons for setting aside, no free-text box	**Three seconds, once per proposal**	**61 % of the quarter's gaps would have been corrected without being told twice**

> **The 98 situations the file could not know remain the main cause of gaps, and that is normal:** a recent family constraint or a sector refusal expressed verbally belong to the interview. **That is precisely the part of the work that is the adviser's.**

For the service to settle

Wording of the three reasons for setting aside: _____

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