Annual review — what is given back to members, what was reworked

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

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9,400 files, 22,700 officer hours · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The review has two columns and one measure that the agent publishes about itself**: the rework rate of its pre-assessments, its cause and what was corrected.

For members

Measure	Before	After
Average time to notify an award	**118 days**	**61 days**
Files with a career record to reconstruct	**141 days**	**68 days**
Correction with another scheme	47 days	**12 days**
Files put on hold for want of a document	1,567 a year	**336 a year**

Measure	Before	After
Support appointments	26 days of waiting	**9 days, and 2,900 more of them**
Indicative estimate	Three weeks	**48 hours**

For staff

Task	Before	After	Hours given back over the year
Reconstructing an incomplete career record	**100% — 7 hours**	**20% — 1 hr 25**	**7,000**
Pre-assessing a file	**60% — 1 hr 40**	**10% — 17 minutes**	**12,900**
Writing a reply letter	**40% — 35 minutes**	**10% — 9 minutes**	**2,800**
Total	—	—	**22,700 hours**

None of those hours went into processing more claims: they went into support appointments and difficult files, the ones nobody had time to open.

The measure that the agent publishes about itself

Measure	Value	Reading
Files reworked by an adviser because the pre-assessment was wrong or incomplete	**846 out of 9,400 — 9%**	**Published by the agent**
Of which two families alone	**516**	Periods completed abroad, apprenticeship before 1990
Rework rate in the last quarter	**2.8%**	**After correction**

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The cause, and what was done

Family	Precise cause	Correction applied
Periods completed abroad	**Application of an internal note of 2019 that was no longer current**	**The agent no longer concludes: it gathers the documents, sets out the question and refers to the regulatory specialist straight away — in 20 minutes instead of three days**
Apprenticeship before 1990	**A scan in which two mentions out of three were misread**	Same handling: immediate referral, no conclusion

It was not a reasoning problem, it was a source problem — and an out-of-date source produces a wrong answer with the same confidence as a current one. **The remaining 2.8% are individual hard cases, and those belong to the specialists.**

The seven uses, all live

Use	Where it produces its effect
Reconstructing career records	7,000 hours given back, 141 → 68 days
Indicative estimates	Three weeks → 48 hours
Retirement scenarios	Four assumptions compared, member call-backs −31%
Pre-assessment of claims	1 in 6 → 1 in 28 put on hold
Notifications and document requests	2,600 fewer calls, corrections from 47 → 12 days
Information for members	25,400 requests answered around the clock
Appointment booking	26 → 9 days, 2,900 more appointments

Internal note on periods completed abroad — dated and revised on: _____

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