Files on hold — what the review reveals

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

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1,460 files taken up, 12 years of archives read · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Of 1,460 files on hold, 890 already contained the missing document.** It was in the file, inside a scanned document whose name said nothing — and the member was waiting.

Why a file stays on hold

Reason	Files	Share	What resolves it
A career period to reconstruct	**891**	**61%**	**Matching document ↔ period, done once**
A document requested from the member and not received	263	18%	A request written in readable language
A discrepancy between two schemes	175	12%	The discrepancy set out, the specialist settles it
An individual hard case awaiting an opinion	131	9%	**Nothing — it belongs to the regulatory specialist**

The gap measured between two populations of files

Population	Average time to notification	Reading
Career record complete on arrival	**39 days**	The calculation itself is never the long part
A single period to reconstruct	**141 days**	**102 days apart, for one period**
Members belonging to several schemes	38% of those served	*They contributed to more than one scheme over their working life*

What was matched, and how

Source	Volume read	What is drawn from it
Career-record application	Recorded periods of 9,400 files	The base of recorded quarters
Inter-scheme register	Records of the corresponding schemes	Periods served elsewhere
Document management system	**41,200 documents over 12 years**	**Each document attached to the period it supports**
Files on hold	1,460	The real cause of each wait

Documents are not found by their file name — a payslip deposited in 2019 is often called *scan_0043.pdf*. **They are identified by their content:** employer, period covered, type of document, member concerned.

The nine families of situation, for review in batches

Family	Files concerned	What the specialist must check

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Payslips in the file, period not recorded	**412**	**The match of employer and period — the rest is mechanical**
Employer's certificate present	168	The quality of the document
National service period	97	The record of service
Assimilated periods, compensated unemployment	84	*Periods not worked but counted*
Assimilated periods, sickness	61	The consistency of the dates
Apprenticeship before 1990	31	**Poorly legible scan — systematic verification**
Periods completed abroad	23	**Immediate referral to the regulatory specialist**
Double counting between two schemes	9	Which scheme records it rightly
Isolated cases	5	Individual examination

Officer time, before and after

Task	Before	After	Over the year
Reconstructing an incomplete career record	**100% — a full day, 7 hours**	**20% — 1 hr 25**	**1,260 records, that is 7,000 hours given back to the service**
Review of the 890 files taken up	—	Half a day for two specialists, by family	Done once only

Those 7,000 hours remove no post: they go back to the members waiting for a support appointment, and to the files nobody had time to open.

Families reviewed and approved by the regulatory specialists, on _____ : _____

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