Review — two months of tooled-up support

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112 founders · 214 hours returned · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **It carries the figure the agent publishes about itself on the same footing as the others**: 22 % of forecasts had at least one assumption corrected by an adviser.

What changed, measured

Indicator	Before	After two months	Change
Repetitive preparation per file	**2 h 40**	**45 min**	**− 1 h 55**
Files sent back for a missing document	20 % of 640	**3 out of 112**	− 17 points
Time, 1st meeting → registration	11 weeks	**7 weeks**	− 4 weeks
ACRE windows lapsed	**41 over the year**	**0 out of 41 affected files**	**41 cut-offs, 123 reminders**

Indicator	Before	After two months	Change
Meetings spent on the business model	**1.1 per founder**	**2.3 per founder**	**× 2**

The last indicator is the only one that describes the profession; the other four describe the machinery. A support organisation does not sell procedure, it sells adviser time in front of a founder — and that is the line to look at first.

The time returned, converted

Conversion base	Calculation	Result
Per file	2 h 40 − 45 min	**1 h 55**
Over two months	1 h 55 × 112 files	**214 hours**
In working weeks	**214 h ÷ 35 h**	**More than six weeks**

> **Conversion base: 35 hours a week, 151.67 hours a month, 1,607 hours a year** — the statutory working time in France. Always rounded down.

The unfavourable figure, and what it reveals

Measure	Value
Forecasts built	96
Forecasts with an assumption corrected	**22 — that is 22 %**
of which on the same assumption	**19 of 22 — the ramp-up period**
Direction of the correction	**Downwards, in all 19 cases**
Statistic used by the agent	**The cohort mean**

The cause, and it is technical: on cohorts of 20 to 40 files, two very fast successes pull the mean up and describe the median file badly. **The advisers were correcting**

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downwards, and they were right. Proposed correction: switch to the **median** on every family with fewer than 50 files. **Target written in advance: below 12 % corrections next month** — and if the figure does not fall, it is the grouping of activity families that is at fault, not the statistic.

Correction share management considers acceptable: _____

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