



Review — two months of tooled-up support

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

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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 that does not flatter the agent 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**

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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