



Dashboard — two months in service

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148 hours returned · 7 requests made for nothing · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The four figures are read together**: a shorter delay bought with pointless requests to clients is not progress.

What moved

Indicator	Before	Over two months
Signings pushed back for a missing document	38 % of files	11 %
Average time to obtain a document	23 days	14 days
Formality rejections	14 over the year	1, fixed in 48 h
Time returned to the clerks	—	148 hours, more than four weeks

Converted on the statutory basis of **35 hours a week**: 148 hours make **more than four weeks** of work, rounded down. The figure in hours remains the reference.

The unflattering figure, and what is done with it

Measure	Value	Cause established	Correction under way
Document requests made for nothing	7 out of 412	Files predating 2016, never carried into electronic file management	Taking in the 340 files concerned, 3 weeks of processing
Clients contacted pointlessly	7	Same cause	« Paper predecessor » warning before every request

The remaining 11 % of postponements

Cause of postponement	Files	What would accelerate it
Managing agent slow to produce a statement	4	Nothing on the agent's side — chaser and call already in place
Municipal planning certificate	3	Requesting it when the file opens
Heir living abroad	2	Earlier contact, time difference taken into account

Trade benchmark, indicative: a routine sale file draws on some thirty documents from six or seven third parties. **It is the number of third parties, not of documents, that sets the pace** — hence the effect of chasers.

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