



Substantive corrections — 151 then 47

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Two quarters, measured cause · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The figure that does not flatter the agent is published by the agent**, with its cause and the correction that followed. **No notification sent had to be withdrawn.**

The two quarters

Quarter	Outputs	Substantive corrections	Rate
First	5,400	151	2.8 %
Second, after the templates were revised	5,200	47	0.9 %

The cause, measured

Origin	Volume	Nature
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Four templates not revised since the instructions last changed	94	The name of a service that changed, a route of appeal reworded, a document no longer needed but still requested
Situations with no precedent in seven years of files	57	A posted worker, an accident on a third party's premises, sick leave begun abroad

This was not a drafting error: the agent was faithfully reusing a template that had aged. **Each template now carries the governing instruction and its date**, and any new instruction triggers the rewriting of the template concerned **within 24 hours**.

The rule that holds the rest

Situation	What is done	Result for the quarter
A value not read	It is not written: it is asked for, with the request already drafted to its addressee	362 missing values, 362 requests prepared, 331 answers within 8 days
An untraceable record date	Never becomes "presumably the date of the accident"	The file states what is missing and who holds it

Protecting the officers' signature

Indicator	Two quarters
Outputs approved by a person	10,600 out of 10,600
Corrections made before sending	198 out of 198 — none after

Of the 47 corrections of the second quarter, 39 already fell within one of the 11 new templates: the same correction as the one on aged templates, taken one notch further.

To be settled by the service

Officer responsible for reading the 11 new templates: _____

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