



Replies redone — 41, then 9

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

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8.7 % → 2.0 % after the version rule · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **This is the figure that does not flatter the agent, and it is better that it comes from him than from a lawyer's letter.** It is given with its measured cause, what was written, and the following quarter.

The first quarter

Measure	Value	Share
Replies prepared	470	100 %
Redone after the taxpayer challenged them	41	8.7 %
of which files with several versions of one document	33	80 % of the redone replies
of which mixed-use premises with no comparable precedent	8	20 %

The cause, measured and not assumed

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The agent retained **the first version of a document filed**, whereas the taxpayer had produced a more recent one: a certificate refiled after correction, a corrected assessment, an updated plan. **It was not a reading error: it was a rule of choice that was missing.**

The version rule, replayed over five financial years

Element	Before	After
Document retained	The first filed	The most recent at the date of examination
Earlier versions	Not flagged	Listed alongside with their dates — the case handler sees what was set aside and why
Files whose retained document changes, over 5 years	—	1,840, and in all 1,840 the rule retains the one the taxpayer produced last
Redone replies of the quarter that would not have happened	—	33 out of 41

The following quarter, rule in force

Measure	Quarter 1	Quarter 2	Difference
Replies prepared	470	452	—
Redone after challenge	41 — 8.7 %	9 — 2.0 %	–32
of which version problems	33	0	The cause has gone, not merely the symptom

The rule that holds all the rest together — ask rather than infer

Situation	What the agent hands over	What it gives
A document is missing from the file	What is missing, where it looked, who holds it — and the request already written to its recipient	182 missing documents over the quarter, 182 requests prepared, 164 back within eight days
An area cannot be found	The absence flagged, the reference to the declarations of the premises, and the request ready to go	A guessed value would be indistinguishable from a read one: that is what makes 2.0 % a figure you can rely on

The protection that matters for the signature

Indicator	Two quarters
Replies prepared	922
Read and signed by a case handler	922
Redone, all causes	50
Replies sent without a signature	0

The 8 mixed-use cases become a fourth examination sheet, written and ready to read. Of the 9 redone replies in the second quarter, 6 already fell within its scope — it is the same correction, applied one notch further.

For the office to settle

Frequency chosen for the statement of redone replies: _____

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connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.