Yearly review — 12,740 hours given back to the service

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

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The calculation fits in four lines · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Time given back is not a staffing saving:** at unchanged headcount, no post cut, no post created — caseworker time going back to the difficult files and to the members about to give up.

The calculation, item by item

Item	Annual volume	Before → after	Hours given back
Pre-assessing a benefit file	18,000 files	**60 % → 10 % — 24 min → 4 min**	**6,000 h**
Letter to a member	20,000 letters	**40 % → 10 % — 10 min → 2 min 30**	**2,500 h**
Complete multi-branch file	1,200 files	**100 % → 20 % — 3 h 20 → 40 min**	**3,200 h**

Item	Annual volume	Before → after	Hours given back
Documents already filed	5,200 requests avoided	**12 min → 0**	**1,040 h**
Total	—	—	**12,740 h — eight full-time staff**

What those hours became

Measure	Before	After
Multi-branch file	**31 days**	**9 days**
File awaiting a document	21 days	**7 days**
Unanswered calls · reply to an e-mail	34 % · 8 days	**4 % · under 24 hours**
Inconsistency flags to review	**640**	**210, for 118 confirmed anomalies out of 121**
Returns to the desk on the 4 rewritten notifications	1,780 a year	**410**
Entitlements opened for members who had never claimed them	**0**	**81 from the first 120 letters**

The framework measures

Indicator	Two quarters
Outputs approved by a person	**12,100 out of 12,100**
Entitlements opened without a caseworker	**0**
Access to a medical item outside the medical service	**0**

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The calculation page fits on one side — four lines of calculation, five delays, three framework measures. **Sent with the agenda, it is discussed better than a figure discovered in the room.**

To be settled by the fund

Date the review is presented to the board: _____

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