



Substantive corrections — 214 then 31

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Two quarters · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **This figure is published by the agent itself**: a department is better off learning it from its tool than from a claimant.

What was corrected, and why

Quarter	Pre-assessments	Substantive corrections	Rate	Measured cause
First	2,900	214	7.4 %	168 on files assessed in the 6 weeks following the scale uprating; 46 situations without precedent
Second	2,760	31	1.1 %	31 particular situations, no expired scale left

It was not a reading error: the agent was faithfully applying a table the department had not yet replaced in its sources. **The scale was up to date in the board decision, and**

not yet in the tables.

What was put in place

Measure	Effect
Every scale carries its effective date and the number of the decision that sets it	No more anonymous table
The updated table is written overnight after the board meeting	Before a single file is assessed on the old one
Blocking	A pre-assessment produced on a scale whose effective date is later than the file comes back to a named caseworker

What protects the caseworker's signature

Measure	Two quarters
Pre-assessments reread and signed by a person	5,660 out of 5,660
Corrections made before sending to the claimant	245 out of 245
Corrections made after sending	0

The 46 particular situations become 46 reference cases, written and submitted to the quality team. **Of the 31 corrections of the second quarter, 22 already fell into one of them** — the same correction, applied one notch further.

For the department to settle

Date for reviewing the 46 reference cases: _____

execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.