



Processing times — 34 days down to 19

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

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12 months · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The 30-day time advertised to claimants is the only commitment that counts for them**: it is met 98 times out of 100, against 71 before.

Where the fifteen days come from

Stage	Before	After	Days gained
Sending the document reminder	9th day	Day of filing	9
Documents coming back	58 % within 15 days	84 % within 15 days	4
File reaching the caseworker	To be reconstructed	Complete and pre-assessed	2
Total	34 days	19 days	15

The 1,870 files open for more than 45 days

Situation	Volume	What was done	Result
Waiting for a document already filed elsewhere in the records	612	Automatic matching	612 files back in assessment
Waiting for a genuinely absent document	1,258	Named reminder with the exact status of the file	780 completed within 3 weeks

What this changes for a claimant

A housing allowance claim filed on the 3rd is settled on the 22nd, instead of the 6th of the following month. For a household waiting on that allowance, **this is not a management indicator, it is a rent payment** — and it is the only way to read those fifteen days.

The threshold proposed

Rule	Effect over the past year
No file goes beyond 45 days without an officer being alerted by name , with the exact reason for the wait and the action that unblocks it	1,870 files would have been picked up before that threshold
List handed to the head of department every Monday	One page, sorted by age

For the department to settle

Alert threshold chosen: _____ days

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