Yearly review — 7,410 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 contributors who need a call.

The calculation, item by item

Item	Annual volume	Before → after	Hours given back
Preparing an amicable reminder	21,600 reminders	**60 % → 10 % — 9 min → 1 min 30**	**2,700 h**
Reminders now pointless	2,400 letters	**15 min → 0**	**600 h**
Routine contributor question	62,000 enquiries	**40 % → 10 % — 2 min → 30 s**	**1,550 h**

Item	Annual volume	Before → after	Hours given back
Request for time to pay with a plan	4,800 files	**100 % → 20 % — 40 min → 8 min**	**2,560 h**
Total	—	—	**7,410 h — close to five full-time staff**

What those hours became

Measure	Before	After
First reply to a request for time to pay	**21 days, 41 % beyond**	**3 days, 100 % within 5 days**
Unanswered calls	38 %	**5 %**
Contributor reply unattended beyond 48 h	—	**0 out of 412**
Monthly entries into enforced collection on the profiles followed	**34**	**9**
Waivers granted to contributors who had never asked	**0**	**58 from the first 80 letters**

The framework measures

Indicator	Two quarters
Outputs approved by a person	**8,000 out of 8,000**
Decisions taken without an officer	**0**
Contributor records out of the body	**0**

> **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**

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discovered in the room.

To be settled by the body

Date the review is presented to management: _____

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