



Substantive corrections — 118 then 35

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Two quarters, measured cause · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The figure that does not flatter the agent is published by the agent**, with its cause and the correction that followed. A service deserves better than learning that figure from a complaint.

The two quarters

Quarter	Outputs	Substantive corrections	Rate
First	4,100	118	2.9 %
Second, after the templates were revised	3,900	35	0.9 %

The cause, measured

Origin	Volume	Nature
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Four templates not revised since the internal instructions were last rewritten	71	Address of a service that has moved, a procedure replaced by its online version, the wording on allocating a partial payment
Situations with no precedent in the portfolio	47	Turned into 12 further templates, for reading

This was not a drafting error: the agent was faithfully reusing a template that had aged. **Each template now carries the governing instruction and its date**, and any new instruction triggers the rewriting of the template concerned **within 24 hours**.

The rule that holds the rest

Situation	What is done	Result for the quarter
A value not read	It is not written: it is asked for, with the request already drafted to its addressee	302 missing values, 302 requests prepared, 271 answers within 8 days
A missing document	Never becomes “probably provided”	The file states what is missing and who holds it

Protecting the officers' signature

Indicator	Two quarters
Outputs approved by a person	8,000 out of 8,000
Corrections made before sending	153 out of 153 — none after

Of the 35 corrections of the second quarter, 29 already fell within one of the 12 new templates: the same correction as the one on aged templates, taken one notch further.

To be settled by the service

Officer responsible for reading the 12 new templates: _____

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local 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.