



The year in review — 2,562 hours returned, item by item

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

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Twelve months of civil registry logs, presented at the management review · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **Every figure in this review can be checked against the court's own logs** — it is the only way to stand up in a management review, and it is also what makes it possible to answer a question about where a figure comes from on the spot.

The 2,562 hours, item by item

Item	Annual volume	Before	After	Hours returned
Hearing summonses	4,180	3 min 36	36 s	209 h 00
Notifications from templates	6,900	3 min 12	48 s	276 h 00
Checking time limits	12 months	70 h / month	14 h / month	672 h 00

Item	Annual volume	Before	After	Hours returned
Answering court users, all channels	11,240	9 min	1 min 30	1,405 h 00
Total	—	—	—	2,562 h 00

2,562 hours returned over the year. On the statutory working-time basis — **1,607 hours a year, 151.67 hours a month, 35 hours a week** — that represents **more than a working year**, or **more than sixteen months**, or **more than seventy-three weeks**, returned to the nine civil registry staff. **No post cut, no post created.** That time goes back to assisting at hearings, to authenticating acts and to the 3,360 enquiries that need a clerk rather than a reference answer.

Response times met

Response time	Before	After
Unanswered calls	2,688 of 8,400 — 32.0%	168
Reply to an email	11 days	1 day
First acknowledgement on a website form	6 days	Within the minute
Getting a complete file ready	19 days	4 days
Frequency of time-limit checks	Monthly	Daily
Gap between list and register	Found after several months	Flagged within 24 hours

What the management review will ask first — the four zeros

What is checked	Result over the year	Where it can be read
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Acts served without the clerk's signature	0	Signature log: name, date, time, act
Entries made in the register without rereading	0	Entry log: draft, reviewer, date
Involvement in the merits of a case	0	Access log and referral log
Procedural documents leaving France	0	Hosting architecture and access log

The 10 indicators already kept up to date for the management review

Indicator	Value for the year	Query that produces it
New cases entered in the general register	3,240	General register — registrations of the year
Pending cases at 31 December	2,860	General register — stock
Hearings held	312	Hearing list
Summonses prepared	4,180	Draft act log
Notifications issued	6,900	Notification log
Entries made in the registers	11,400	Register of entries
Time limits logged	2,940	Time-limit schedule
Time to get a complete file ready	4 days	Filing → complete file
Enquiries received, all channels	14,600	Switchboard, mailbox and website logs
Requests for a human met	486 of 486	AI disclosure log

Each indicator is dated and comes with the query that produces it, so that a question about where a figure comes from finds its answer in the meeting. **The report is**

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still written and presented by the court: it is an act of the service, not a machine output.

The next step proposed for the coming year, and it is a reconciliation, not a promise. 96 hearings out of 312 saw at least one adjournment. The agent can produce, **hearing by hearing, the reason for each adjournment set against what the controls had flagged beforehand** — incomplete file, acknowledgement of receipt not returned, differing date, deadline passed. **If it shows that adjournments come from causes the agent cannot see, the court will hear it from the agent** — a reconciliation that yields nothing is information, not a failure.

Review presented at the management review on: _____ by: _____

Analysis of adjournment reasons — started on: _____ first report back on: _____

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