



Substantive corrections — 118 then 17

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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 an applicant lodging an appeal.

What was corrected, and why

Quarter	Pre-assessment notes	Substantive corrections	Rate	Measured cause
First	1,460	118	8.1 %	84 on three schemes whose rules had been amended by resolution without being carried into the sources; 34 situations without precedent
Second	1,520	17	1.1 %	17 situations without precedent, no expired rulebook left

It was not a reading error: the agent was faithfully applying a rulebook the department had not yet replaced in its sources. **The version was up to date in the resolution, and not yet in the tables.**

What was put in place

Measure	Effect
Every rulebook carries its effective date and the number of the resolution that sets it	No more anonymous rulebook
The updated version is written overnight after the session	Before a single file is assessed on the old one
Blocking	A note produced on a version earlier than the file comes back to a named officer

What protects the public official's signature

Measure	Two quarters
Notes reread and settled by a person	2,980 out of 2,980
Corrections made before notification to the applicant	135 out of 135
Corrections made after notification	0

The 34 situations without precedent become 34 reference files, written and submitted to internal control. **Of the 17 corrections of the second quarter, 11 already fell into one of them** — the same correction, applied one notch further.

For the department to settle

Date for reviewing the 34 reference files: _____

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