Two documents for one question — the three ways of doing it

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Fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for the demonstration. The organisation, the files, the people and the figures are invented. **None of the ways of doing it was applied before the client chose.**

The answering rule relies on **the document that deals with the question**, with its article and its date. It does not say what is answered when two company documents deal with the same question differently: that is the point that had not yet been defined.

The ways of doing it, put to the client

Way of doing it	What it brings	What it costs	Outcome
Answer with the more recent	The simplest reading	A staff notice does not substitute itself for a signed agreement	Set aside by human resources

Way of doing it	What it brings	What it costs	Outcome
Answer with the agreement alone	The higher-ranking text	The answer would contradict two years of practice	Set aside by human resources
Say what applies, quote both texts, take the point to management	**An accurate answer today, and the contradiction on a table**	One more note to work through	**Recommended, then approved**

How often the case arises

Subject	Documents that contradict each other	Questions asked this quarter
Notice period for moving a booked holiday	**2019 agreement art. 7.2 and 2024 notice point 3**	**34**
Split-holiday days	2019 agreement art. 6 and 2022 notice	11
Travel-expense cover	2021 notice and 2023 notice	9

The figure is what turns a one-off decision into a rule: **54 questions in the quarter across three pairs of documents** are worth an entry in the answering rule, and management decides it knowing the volume.

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