



# Who decides what — nine validation points, two mandates

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## Fictional document — demonstration example

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**Fictional document**, produced for the demonstration. **Three regimes, and a single principle:** what is internal and reversible runs, what commits the company runs under a written mandate, and what falls into neither waits for a named person.

## Regime 1 — what runs on its own

| Action                                 | Why it is in this regime                        |
|----------------------------------------|-------------------------------------------------|
| Create and update a call-out file      | Internal, undoable, no effect on a third party  |
| File a document in document management | No deletion possible, versioned filing          |
| Propose a slot and hold an option      | <b>An option is not a confirmed appointment</b> |
| Update a status                        | Reflects a fact, decides nothing                |
| Prepare a draft                        | <b>A draft does not leave the company</b>       |

## Regime 2 — what runs under a written mandate

| Action       | Mandate       | Cap                         | Review       | Withdrawal |
|--------------|---------------|-----------------------------|--------------|------------|
| Order a part | Mandate no. 1 | €400 · €6,000/week · 30/day | 30 September | One word   |
| Send a quote | Mandate no. 2 | €900 · 25/day               | Six weeks    | One word   |

## Regime 3 — the nine validation points

| Validation point                                                | Who validates                |
|-----------------------------------------------------------------|------------------------------|
| Acknowledgement to a client on equipment outside the asset list | Sales administration         |
| Quote above €900 or with a discount                             | Owner                        |
| Order above €400                                                | Sales administration         |
| Confirming a client appointment                                 | Technical director           |
| Triggering an invoice                                           | Sales administration         |
| Closing a warranty claim                                        | Sales administration         |
| Opening a new client                                            | Owner                        |
| Any message to a client in dispute                              | Sales administration manager |
| Any action on a flagged file                                    | Sales administration manager |

## The three things done without asking

| Action                                        | What it protects             | Reversibility                                                  |
|-----------------------------------------------|------------------------------|----------------------------------------------------------------|
| Blocking an order for a part already in stock | 37 times last month — €4,180 | The order restarts with one click if the stock figure is wrong |

| Action                                                           | What it protects                                   | Reversibility                                     |
|------------------------------------------------------------------|----------------------------------------------------|---------------------------------------------------|
| <b>Holding back anything sent to a client in an open dispute</b> | <b>The relationship, whatever the mandate says</b> | <b>Dispute closed, sending resumes on its own</b> |
| Stopping the sequence when two tools contradict each other       | The accuracy of the data                           | Restart at the stopping point once settled        |

**One validation point too many costs a minute; one validation point missing costs a client.** This page can be read and corrected: removing one or adding one is an operating decision, not a technical change.

## For sales administration to set

Validation points added or removed, and date: \_\_\_\_\_

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