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	**An option is not a confirmed appointment**
Update a status	Reflects a fact, decides nothing
Prepare a draft	**A draft does not leave the company**

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

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Action	What it protects	Reversibility
Holding back anything sent to a client in an open dispute	**The relationship, whatever the mandate says**	**Dispute closed, sending resumes on its own**
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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