Quarterly review — what support regained

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

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4.3 posts returned, 0 substantive gaps · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The four headline measures read together**: speed, resolution, language quality and gaps between languages. A fast answer that says something different from the version next door costs more than a slow one.

The three measures tracked

Measure	Before	After	Effect
Keeping the languages consistent	**60 %**	**7 %**	**312 edits hold 2,808 pages**
Routine questions	**50 %**	**8 %**	6,790 enquiries end to end
Checking local specifics	**35 %**	**6 %**	A register of 308 dated entries
Total returned	—	—	**4.3 posts out of 16**

What the time returned became

Activity	Previous quarter	Quarter followed	Result
Reseller and installer enquiries handled the same day	**61**	**340**	—
Orders arising from those enquiries	—	**96**	**€214,000**
Local specifics documented	94	**308**	**+214**
Reading	—	—	**The one figure that reads straight off revenue**

The four headline measures

Measure	Value	Starting point
First-reply time, the 9 markets	**4 minutes**	40 minutes to 3 days
First-contact resolution	**88 %**	64 %
Answers judged clumsy	**0.6 %**	3.2 %
Substantive gaps between languages	**0**	**148**

Sector comparison, as an indication

Indicator	Order of magnitude seen in multilingual consumer-goods support	Aldevine
First-contact resolution	70 to 85 %	**88 %**

Extension proposed for the next quarter: extend the same source to manuals, packaging and terms of sale, and launch Czechia. **The two prepare in parallel and**

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need only one appointment.

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