Language quality — from 214 to 41 in thirty days

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Measured by the local teams · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The score is given by the local teams, never by the agent:** that is what makes it credible. This attachment gives the first month's figure exactly as it stands, its precise cause and the measured fix.

The first month, and the next

Period	Answers	Judged clumsy	Rate
First month	6,790	**214**	**3.2 %**
Following month	6,790	**41**	**0.6 %**

The cause, measured rather than assumed

Finding	Value	Reading

Answers in Polish and Swedish	**171 of 214**	**Forms of politeness, never substance**
Validated texts in the style memory	**40 in Polish, 60 in Swedish, 900 in French**	**The style memory is the set of texts a market has already validated**
Answers outside those two languages	43	Spread across seven markets

The fix and its result

Action	Cost	Measured result
120 texts validated by each of the two market managers, taken from their own past answers	**Two half-days of reading**	**214 → 41 in thirty days**
Review of the remaining 41 with the local team	Included in the weekly review	**The chosen wording enters the style memory the same day**

The proposed review protocol

Sample	Weekly volume per market	Why
Exchanges drawn at random	30	An unbiased measure
The longest exchanges	**10**	**A long exchange is one where something was missing**
Load on the market manager	**20 minutes a week**	**The score never depends on the agent**

Effect already measured: in the two markets that did this work, **the language score went from 3.8 to 4.7 out of 5 in six weeks.**

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