Yearly review — 1,442 hours and a contract won

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

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Timesheets and rework log · fictional document

Fictional document — demonstration example

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Fictional document, produced for the demonstration. **The figure the agent publishes about itself sits in the same table as the others, followed by its measured cause and by what corrects it.**

The three items measured

Item	Before	After	Hours given back
Building the compliance file	**65 % — 221 h per launch**	**8 % — 27 h**	**1,164 h across 6 uses**
Checking traceability	**40 % — 16 h per review**	**5 % — 2 h**	**168 h across 12 reviews**
Reviewing role-based access	**35 % — 62 h per half-year**	**4 % — 7 h**	**110 h across 2 reviews**

Item	Before	After	Hours given back
Total	—	—	**1,442 h, eleven months of one full-time person**

Where the hours went

Destination	Change	Source
Exception analysis and advice to the business	**+44 %**	Compliance department timesheets
Third-party administration tenders	**+2 responses, 1 won**	**Declined last year for want of producing the hosting file in time**
Annual fees of the contract won	**€210,000**	**The only figure in this review that shows on the income statement**
Audit preparation	**−27 controller days**	File maintained continuously

The figure the agent publishes about itself

Finding	Volume	Measured cause	What is done
Claims reworked on substance, first half-year	**218 out of 4,100 — 5.3 %**	**171 concerned policies whose amendment in force lived with the broker rather than in the document management; 47 were situations with no precedent**	**Any missing amendment triggers a request the same day; the claim waits for the document**
Second half-year	**39 out of 4,460 — 0.9 %**	**Not one rework comes from a missing amendment any more**	**The 47 unprecedented situations become indexed cases**

The framework measures

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Indicator	Year
Decisions about a member signed by a professional	**8,560 out of 8,560**
Automated decisions	**0**
Out-of-role access across 4.7 million actions	**0**
Transfers outside the European Union	**0**

The calculation page fits on one side: three effort lines, two lead times, one revenue figure. Given to the directors with the notice of meeting, it is discussed better than a figure discovered in session.

For the insurer to settle

Date of the board meeting at which the review is presented: _____

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