



# Forty-one cases, one requalified in ten

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

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Fictional document

## Fictional document — demonstration example

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**Fictional document**, produced for demonstration. **Once the cause is declared external, the case no longer counts among product defects.**

| Finding                                                                       | Value |
|-------------------------------------------------------------------------------|-------|
| Cases closed "external cause"                                                 | 41    |
| Reread before this arrangement                                                | 0     |
| Drawn at random and reread                                                    | 10    |
| Confirmed external                                                            | 9     |
| Requalified — product behaviour under an unusual but legitimate configuration | 1     |

**It is the conclusion that suits everybody:** it closes the case, it leaves the indicator, and it is often true — which makes it credible even when it is not.

## What changes

LINDBERGH FORMATION — a simplified joint-stock company with share capital of €250,000 · Registered office: 16 rue de Maillé, 91310 Montlhéry, France · Companies register (RCS) Evry 817 946 114 · SIRET 817 946 114 00029 · VAT FR 60 817 946 114 · "Blue Lemon Agent" trade mark · Training-provider registration no. 119 108 635 91 (Île-de-France prefect — this registration does not amount to State approval) · Qualiopi certified, no. 03896, for the "training actions" category · contact@bluelemonagent.ai · dpo@bluelemonagent.ai · Hosted in France.

| Rule                                         | Applied? |
|----------------------------------------------|----------|
| Sample reread every month                    | Yes      |
| Requalification rate in the summary          | Yes      |
| Case "set aside with its date", not shut     | Yes      |
| Told to the customer before human validation | Never    |

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