What the quality loop measures, and what it does not file

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One quarter · fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **The figures describe the fictional firm; they are not market benchmarks.**

Reason for correction	Corrections	What was fixed at source
A turnaround announced with no document behind it	**198**	**The agent now quotes only a written turnaround**
Sign-off too familiar	**121**	**The firm's signature template applied**
Case reference quoted wrongly	**93**	**Reference taken from the case, no longer from the thread**
Other, isolated reasons	**198**	**Tracked without a general rule**
Quarter total	**610**	**Share modified 81% → 69%**

What is kept, and what is not

Data	Kept?	Why
Reason for correction, aggregated	**Yes**	**That is what fixes the rule**
Author of the correction	**No**	**The rule is fixed without knowing who fixed it**
Response time by request type	**Yes**	**So a true turnaround can be quoted**
Response time by person	**No**	**See below: the indicator would turn on itself**

Why the agent files no per-person indicator

The argument is not moral, it is mechanical. **The day response time becomes an individual target, it gets met by sending empty replies** — the counter rises, the service falls, and the instrument meant to measure quality stops measuring it. **The firm loses both at once.**

> **And if the firm asks for it anyway, it is possible, within a framework:** the measurement must be proportionate to the aim, the people concerned must be informed beforehand, and the staff representative body must be informed or consulted before the scheme is rolled out. **The agent brings the file ready; the decision belongs to the firm.** Conditions taken from the CNIL page "Le contrôle de l'utilisation d'internet et de la messagerie électronique", consulted on 07/09/2026.

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