



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

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Document issued on 24/09/2026

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.

Scope of this document: the service operated by Blue Lemon Agent. For an agent deployed at your premises, the applicable location is that of the architecture set out in the quotation and verified before commissioning; local execution is announced only for the configuration explicitly described and accepted in the quotation; the applicable isolation depends on the deployment mode set out in the quotation, no dedicated isolation being presumed; the encryption mechanisms in transit and at rest, their components and key management are those documented for the architecture chosen; roles and permissions are configured and accepted for the identities and systems actually connected; the events logged, their content, their retention period and who may access them are defined for the deployment chosen.