



Six minutes to forty seconds, and the real gain

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

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Fictional document — demonstration example

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Step	Before	After
Data entry	6 minutes	40 seconds
Checking	2 minutes	7 minutes
End-to-end gain announced	—	5 minutes
End-to-end gain actual	—	1 minute

Automatic entry carries no trace of the attention put into it: the checker rereads everything, because they do not know where the error might be — whereas rereading a colleague, they knew what to look at.

What brought checking back down

Element supplied	Effect
Real entry error rate, by field type	Targeted checking
Checking after targeting	3 minutes
End-to-end gain afterwards	3.5 minutes

Announcing one step's gain as the process's gain is the commonest way of promising a figure that will never be found again.

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