



Forty-one per cent, nine cases a week

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **It was born of an incident, somebody took it on, and it never had reason to enter a document.**

The unwritten step	Value
Share of cases concerned	41%
Duration	2 minutes
Cases stopped per week	9
Presence in the procedure	None

What it stops

Anomaly	Caught by the step?
Inconsistent references	Yes
Missing document	Yes

Anomaly	Caught by the step?
Implausible amount	Yes

Automating the written procedure would have made the process work faster, and those nine cases would have gone out — the error only coming back at invoicing, or later.

Across three processes	Count
Undescribed steps found	11
Of which checks	4

The agent can automate what a check verifies, never what it decides.

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