What the group view counts — and what it does not

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Counter design · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for the demonstration. **The group view counts operations per site, never approvals per person.** That is a design choice — **not a legal prohibition**: the note below states on what conditions it could change, should the group so decide.

The mechanism, and why it is not a moral argument

Step	What happens
1	A per-person counter is published
2	**The counter becomes a target**
3	**The target distorts what it measures:** people approve faster, annotate less, stop flagging anything that would push their line down
4	**The report stops being the steering instrument it was meant to be**

Step	What happens
5	**The group loses the measure AND the behaviour it was meant to watch**

What is measured

Indicator	Granularity	What it helps decide
Document volume	Per entity	Order in which to open use cases
Availability	Per entity and per use case	Gaps against the service agreement
Response times	Per support request	Sizing of support
Rework rate per use case	**Per use case, never per person**	**Says a use case is badly tuned — not who reworked**

If the group decided to measure at individual level

Condition to be met	What it requires	Lead time
Proportionality to the aim pursued	Write down the aim, and show no less intrusive measure achieves it	2 weeks
Prior information of the people concerned	A written information note, circulated before any measurement	2 weeks
Consultation of the works council	Before implementation	**Several weeks, depending on the meeting calendar**

> **One exception, and it is not really one: whoever approves is always named.** An approval commits the entity, it carries a signature. **A productivity counter and a signature are not the same thing** — the second is traced unconditionally, the first only on the group's written request.

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Group decision on individual measurement (keep as is / examine): _____

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https://bluelemonagent.ai/en/entreprises/cas-usage/systeme-multi-agents-souverain-multi-sites

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