Nineteen corrections — by reason

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Fictional document

Fictional document — demonstration example

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Fictional document, produced for demonstration. **Corrections are counted by reason, never by officer.** What interests the service is which term misleads the sorting — not who corrected it.

Reason for the correction	Count	Nature
Term appearing in two taxonomy entries	**7**	**Ambiguous taxonomy**
Letter with two subjects, routed on the first	4	Judgement
Stale case reference	3	Data
Misleading stated subject	3	Letter
Recent reorganisation of a department	2	Organisation
Total	**19**	across 1,240 letters

Seven of the nineteen turn on a single taxonomy line. One entry changed, and seven monthly corrections disappear — that is a setting of the authority's, not a

> training of the tool.

The term at issue

Element	Value
Term	"occupation"
Entry 1	Occupation of public space → Technical services
Entry 2	Occupation of a dwelling → Housing
Letters concerned per month	**~7**
Proposed fix	**Clarify both entries, or add the distinguishing word**

What the monthly summary does not contain

Never present	Why
Ranking of officers	**A correction is a service rendered, not a fault**
Individual handling times	Irrelevant to sorting quality
Correction rate per person	**Would make correcting costly, so rarer**

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