

Dossier and research question

Status and use

Linde Repair Hub is an entirely invented repair initiative. All months, counts, amounts and notes in this dossier are fictional practice material. No real people, files or results have been used. Version: practice dossier 1.0. Period: January through March of the same fictional practice year.

Decision point

The practice coordinator wants to determine what additional information is needed before scheduling a fourth practice month. The question is: how do the number of completed appointments and the completion rate differ across the three months, and what does the recorded balance tell us? A final decision about expansion requires more information than this dossier contains.

Source register

R1 - Monthly register, page 3: given counts and amounts, maintained by the fictional registrar. D1 - Definitions, page 2: meaning of fields and counting rules. M1 - Source memo, page 4: unchecked draft by the fictional practice coordinator. V1 - Comparison conditions, page 5: limitations and missing information. A memo that sounds recent does not take precedence over counts without checking.

Companion files

herstelpunt-linde-data.csv and the SourceData worksheet in herstelpunt-linde-data.xlsx contain the same three source rows as R1. The PNG shows only completed appointments. The TXT contains the text of these five pages with page markers. These derived files do not independently confirm R1.

Working method

First read the identity, definitions and source status. Then record observations with page or cell references, perform the required calculations and only then write a conclusion. Distinguish source facts, calculations, interpretations and open questions.

Definitions and counting rules

Unit and period

A registration concerns one registered appointment in the stated month. The three months use the same field definitions. A person could register several appointments: appointment counts are therefore not counts of unique people. All three monthly cohorts are closed for this practice register.

Registrations and completion

registrations: the number of registered appointments. completed: the appointment took place. This does not prove that the item brought in was successfully repaired. not_completed: the appointment did not take place within the agreed practice period. This dataset has no separate categories and no carried-over appointments. Therefore, completed plus not_completed must equal registrations for each month.

Amounts

materials_eur is the recorded materials expenditure for the month. received_eur is the amount of recorded contributions for that month. All amounts are in euros and use the same recording basis within this fictional register. There are no blank values; the data also contain no staff, rent or other missing cost categories.

Derived measures

Completion rate = $\text{completed} / \text{registrations} \times 100$. If registrations are zero, this ratio is undefined; do not report an invented percentage. Recorded balance = $\text{received_eur} - \text{materials_eur}$. This limited difference is called a balance here, not profit. Calculate a period rate from the total numerator and total denominator; a simple average of monthly percentages is not generally equivalent.

What you must not fill in

Do not assign reasons for non-completion without a source. Do not assume successful repairs, staff hours, utilisation, capacity or missing costs. An unknown cost does not become zero merely because it is absent from the table.

Monthly register

How to read this source

This is the fictional source register for the calculation checks. The data below correspond to SourceData!A2:F4 in the XLSX and rows 2 through 4 of the CSV, after the header row. The column order stays the same in every version.

Month	Registrations	Completed	Not completed	Materials (euros)	Received (euros)
January	40	30	10	180	300
February	50	40	10	240	400
March	60	45	15	270	450

Recording status

The fictional registrar recorded the three monthly rows for this practice dossier. The source register contains only these aggregated monthly data. Individual appointment records, supporting documents for amounts and a separate audit report are not supplied. You can check the internal consistency of the given figures, but cannot demonstrate that a real recording system is complete or error-free.

Five numerical checks

Check the monthly reconciliations. Then calculate the three completion rates, total the counts, total both monetary columns and calculate the limited balance. State the source cells or source row for each calculation. Recalculate at least one percentage and one total yourself, for example with a calculator; a second model answer is not independent confirmation.

Compare with the memo

Page 4 contains a percentage claim about March. Check which numerator and denominator it uses. Record any correction alongside the original claim so that what changed and why remain visible. A well-written memo does not replace the source register.

Source memo and operational notes

Status: unchecked draft

Sender: fictional practice coordinator. Purpose: preparation for a discussion about a fourth practice month. This fictional source memo deliberately contains an incorrect claim for the source-checking exercise. It is not an approved summary or a new data source for the monthly figures.

Memo text to assess

“In March, 90% of registrations resulted in completed appointments. The number of completed appointments was higher than in January. We therefore want to discuss whether an additional opening session could be worthwhile.”

Operational note A: reasons unknown

The number of appointments not completed is recorded, but the reasons are missing. The dossier does not distinguish between cancellation, postponement, absence, insufficient capacity or another cause. Any advice must acknowledge that this breakdown is missing.

Operational note B: capacity missing

No staff hours, available workstations, opening hours or hours worked have been recorded. A higher number of completed appointments therefore does not, by itself, prove higher productivity or better utilisation. For a capacity decision, the practice coordinator must first define and collect those data.

Operational note C: outcomes and resources

Whether an item worked after a completed appointment was not recorded. Satisfaction and recurring problems are also missing. Materials expenditure and contributions received provide only a limited financial picture. Use these notes as limitations on the conclusion, not as a reason to estimate missing outcomes.

Review task

Split the memo into separate claims. Check the numerical claim and the comparison with January against R1. Treat the additional opening session as an option to discuss, not as a demonstrably necessary measure.

Comparison conditions and next steps

What can be compared

The three months use the same definitions, unit, currency and recording basis. You can compare counts, completion rates and recorded amounts. State the measure used in each comparison: more completed appointments and a higher completion rate are different claims.

What limits the comparison

Counts depend partly on the number of registrations. Differences in working days, complexity of items brought in, utilisation and appointment mix are not recorded. The data show no proven cause of the monthly differences. Nor do three closed practice months provide evidence about a future season or another organisation.

Reading the chart

herstelpunt-linde-uitgevoerd.png shows the number of completed appointments in January, February and March. Read the title, axis label, zero point, scale, month labels and data labels. Trace a visual observation back to the source rows. Completion rates and missing costs are not shown in this chart; do not infer them from bar heights.

Targeted further investigation

Before an expansion decision, request available and used hours, reasons for non-completion, an appropriate measure of appointment outcomes and missing costs. First define the definition, source and measurement period for each new measure. Request only information that could change the decision.

Handover and final output

Deliver a short decision note containing the checked numerical claim, a comparison of counts and percentages, the limited balance and open information needed for the decision. Add a quality report: pages and worksheets read, checks, corrections, items not tested and implications for the conclusion. Another reviewer may propose a different next step if it fits the available evidence.