



RUNNING EXAMPLE

Rhena applies this card to ANNA, its first-level home claims agent (maturity N2), owned by Dr Katrin Ostermann (DDAO).

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1 THE PILOT

STARTING FRACTION

5% of home claims, from 01/02 to 28/02/2027.

2 THE STEP-UP CRITERIA (← ACF-05) · ALL REQUIRED TO MOVE UP

AUTONOMOUS RESOLUTION

60% required. 57% at 30/09: the step is not cleared.

SATISFACTION (CSAT)

4.0 out of 5 required. 4.1 achieved.

FIRST-RESPONSE TIME

Under 4 hours required. 2h10 achieved.

ERROR RATE

Under 1.5% required. 0.9% achieved.

3 THE STEPS

RAMP-UP

5% on 01/02, 15% on 01/03, 40% on 15/04. The next step is on hold while escalation stays above 35%.



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ROLLING BACK

FALL-BACK CONDITION

On 11/03, an out-of-date schedule: back from 15% to 0% the same day, schedule fixed, restart on 15/03 at 5%.

GOLDEN RULE

Rhena went back to zero before climbing again, which is the rule. It then went to 40% a month later, which is not: the September audit holds that against it.

You enter production along a ramp, not with a switch.