































**Last Update :**

Action to be tested		Expected results	Who Start/end OK/KO		
 	The owner of Chais Relideur is unaware that a dog is used to search for leaks. <b>Show him the video of a dog searching for an escape route</b>	The owner of Chais Relideur accepts access to his vineyard.		Week 5	
 	The owner of Chais Relideur is unaware that the pipe network runs under the road and not under his vines. <b>Show him the plan of the drinking water supply network</b>	The owner of Chais Relideur accepts access to his vineyard.		Week 5	
 	Subscribers call the leak seeker directly <b>Give a new mobile number to the leak detector.</b>	The leak seeker is no longer interrupted in his work by external calls		Week 5	
 	Subscribers call the leak seeker directly <b>On the leak seeker's future old mobile number, set up an automatic forwarding to the customer manager's line.</b>	Calls to the old number are forwarded to the customer service department AND the customer service team receives and processes subscriber requests.		Week 5	
 	The leak seeker hasn't understood that his job is to find leaks. <b>Reminder of the team's RACI. The leak seeker will measure each week whether he manages to find leaks 80% of the time.</b>	The leak seeker has understood and accepted that he must spend an average of 80% of his time looking for leaks and 20% on related tasks.	 	Week 5	
 	the leak seeker spends 80% of his time answering phone calls <b>Set up a red bin to signal any obstacles it encounters</b>	The red bin indicates any activity interruptions. These interruptions are dealt with and do not recur.		Week 5 and following	
 	the leak seeker spends 80% of his time answering phone calls <b>Analysis of red bin and search for countermeasures at least once a week</b>	The leak seeker manages to spend at least 80% of his time on leak detection.	 	Week 5 and following	

## Results

**Find at least 2 leaks per week.**

Weeks 9 and 10, the leak seeker runs out of stock and is no longer adequately supplied by the network analyst.

Week	Leak Seeker (Leaks)	Leak Detective (Time %)
5	1	20
6	2	80
7	3	85
8	3	82
9	2	70
10	1	30

**Leak detectives spend at least 80% of their time looking for leaks.**

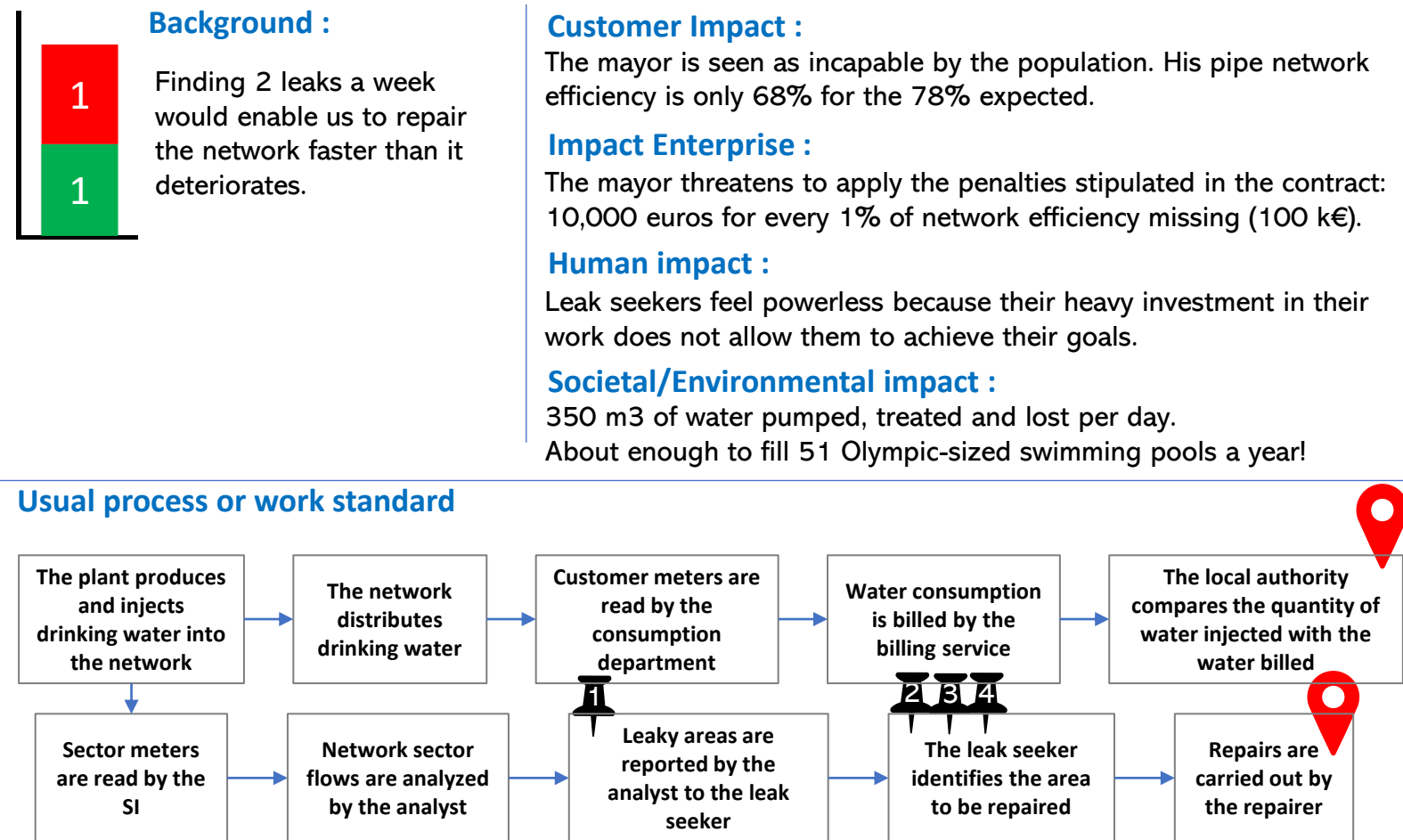
Weeks 9 and 10, the leak seeker runs out of stock and is no longer adequately supplied by the pipe network analyst.




What we keep:

- Keep customer service as the only point of entry for customers
- Keeping the red bin and processing its contents

Next steps :

- For each team member
- Everyone needs to know the nature and importance of their missions.
- Everyone must have criteria for measuring the success of their working day.
- Everyone must be able to report events that consume time to the detriment of their missions.
- The causes of time-consuming events must be addressed.

[illegible]

#	Hypothesis of cause	How can the hypothesis be validated? + Observations	OK/KO?
1	Does the analyst provide search areas of sufficient quantity or quality?	Check the stock of leaky areas to be treated. Identify those whose information quality is insufficient The leak detector has 8 sectors in stock. None is of insufficient quality to be processed.	
2	Does the Leak Seeker take too much time on a search?	Spend a day with him this week. Leak detection takes about 1 to 2 days. The leak researcher never picks up the phone when it rings. But the phone often rings!	
3	Are search zones accessible?	The leak seeker notes inaccessible leak areas The owner of Chais Relideur refuses access to his vineyard. <i>Because he fears for his vines. Because he doesn't know that the search is done with a dog. Because he never explained. Because he doesn't know that the network runs under the road. Because no one informed him.</i>	
4	Does the leak seeker spend enough time looking for leaks?	The Leak Seeker sticks to his various activities and their duration He spends 80% of his time answering phone calls. <i>Subscribers call him, rather than the customer manager. Because they don't know that it's the customer manager who collects and processes their requests. Because he gave his phone number. He used to take care of everything. He believes that's still his role.</i>	