

RoCor in 30 Days

Return on Corrections, measured with counts your team already has. No software, no project. Four rates by Day 5, a ledger by Day 20, a first number by Day 30.

A metric nobody can calculate is an opinion.

ANCA STEPHENS

$$\text{RoCor} = \frac{\text{value preserved by captured corrections}}{\text{cost of capturing them}}$$

A **correction event** is any override, workaround, challenge, warning, exception fix or design objection a person makes against a running system, process, policy, plan or model. Most organizations fix and forget. RoCor counts what they keep.

01 The four rates. One Monday count each.

RATE AND WHAT IT TELLS YOU FORMULA

THE MONDAY COUNT · OWNER · LOG · FOLLOW-UP

 Capture Under 1 in 10 is the usual finding. <i>An unrecorded correction is a donation.</i>	$\frac{\text{corrections recorded}}{\text{corrections occurring}}$	One week. Count every override of a system decision and every case deferred for later. Then count how many exist anywhere on record. OWNER the lead who approves overrides · LOG a tally sheet, one line per event, date and reason · FOLLOW-UP same week each quarter, the rate should rise
 Reuse <i>A dispute that returns monthly was never resolved, it was rescheduled.</i>	$\frac{\text{repeat incidents prevented}}{\text{captured corrections}}$	Last month's captured corrections. Count how many of this month's cases repeat them. Practical count: (captured minus repeated) / captured. OWNER the process owner per reason code · LOG ledger rows by reason code, this month's cases beside them · FOLLOW-UP monthly; each repeat goes back to routing
 Leak Knowledge does not travel by itself. <i>What leaks, you pay per location.</i>	$\frac{\text{corrections re-solved elsewhere}}{\text{total corrections}}$	Your top dispute reason. How many teams, sites or systems solved it separately this quarter? Every solution after the first is a re-solve. OWNER the global process owner, whoever sees across sites · LOG one line per site: how solved, by whom, when · FOLLOW-UP quarterly; one owner per reason, one fix, published
 Decay <i>Knowledge held in one head is not an asset, it is a loan, repayable on resignation day.</i>	$\frac{\text{captured corrections no longer true}}{\text{sample}}$	Pull 10 to 20 captured corrections older than 6 months. How many still hold today? Each one that does not is a decision made on expired information. OWNER the ledger keeper who routes weekly · LOG each row true, expired or unknown, dated · FOLLOW-UP every 6 months; expired rows retired or rewritten

02 The 30-day plan. Counts first, ledger second, price tags last.

DAYS 1 TO 5

Baseline

Run the four Monday counts once. Write the four rates down, ugly as they are. **This is the before.**

Fix the price tags for Day 21 from your own books: dispute handling cost, loaded hourly rate, audit remediation cost, write-offs by reason code.

Change nothing yet. A baseline you improve while measuring is not a baseline.

DAYS 6 TO 20

The Ledger

One sheet, five columns: **Name. Reason. Outcome. Reuse routing. Minutes to log.**

Reuse routing answers one question: who else needs this fix? Master data, the policy owner, another site, the model, the vendor.

Every correction goes in, 3 minutes or less. Route once a week. Count what stops coming back, by reason code.

DAYS 21 TO 30

First RoCor

Numerator, existing price tags only: dispute handling cost x recurrences stopped; write-offs avoided against a measured baseline; payroll value of retired hours; audit remediation not repeated. Annualise.

Denominator: minutes to log x volume, at the loaded rate, plus the cost of routing.

Divide. Apply the Decay rate as a haircut. Recompute quarterly.

MODELLED EXAMPLE

03 Worked once. 25 people, Order-to-Cash, 3 countries.

THE FOUR RATES, DAYS 1 TO 5

Capture	310 corrections in one week across 3 sites (220 overrides, 90 deferrals). 22 on record.	7%
Reuse	84 captured last month. 31 repeated this month. (84 minus 31) / 84.	63%
Leak	Top dispute reason: price after rebate. Solved separately by 6 teams in 3 countries. 5 re-solves of 6.	83%
Decay	20 corrections older than 6 months. 12 still hold, 8 do not.	40%

THE FIRST ROCOR, DAYS 21 TO 30, THREE WEEKS OF LEDGER

Cost	900 corrections logged x 3 min = 45 h x EUR 45 loaded = EUR 2,025. Routing: 3 site leads x 0.5 h x 4 weeks = 6 h x EUR 60 = EUR 360.	EUR 2,385
Value	Dispute recurrences stopped: 45 x EUR 35 = EUR 1,575. Re-touch hours retired: 40 h x EUR 45 = EUR 1,800. Cross-site re-solves stopped: 5 x 6 h x EUR 60 = EUR 1,800 per quarter, EUR 600 per month. Write-offs avoided: no baseline yet, EUR 0.	EUR 3,975 / month
Annualised	EUR 3,975 x 12, savings annualised, capture cost booked when incurred.	EUR 47,700

20x

ROCOR, FIRST READ

47,700 / 2,385 = 20. Every euro spent on logging and routing keeps 20 euros a year. After the 40% Decay haircut: 47,700 x 0.6 = 28,620, / 2,385 = **12x**. Capture costs minutes, value recurs monthly. The asymmetry is the finding.

For scale: the Collection Prioritisation Engine prototype, modelled on a 25-account portfolio, captured overrides in minutes and retired 160 hours per month. Modelled, not a client claim.

Measurement discipline, the defence against the marketing number.

- Attribution only against a measured baseline.** Before and after recurrence, same reason code, same period length.
- No double counting.** A saving already inside another initiative's business case stays there.
- Period convention.** Savings annualised. Capture costs booked when incurred. Decay applied as a haircut.
- Zero is a valid entry.** A line without a baseline is EUR 0 until it has one. Prevented events need a counterfactual, not a story.
- Status honesty.** A management lens in development, not an audited standard. That is how every standard began.

What the number does not claim

RoCor does not value prevented events without a baseline, does not book knowledge as a balance-sheet asset, and does not replace your audit trail. It prices a stream your books already pay for.

Break it

If your discipline touches this, audit, organizational psychology, information economics, AI procurement, send the objection: anca@financemadesimple.me. Corrections welcome. That is the point.