AccuracySkills
from ScottBradbury

AVNET®
Reach Further™

"Enjoyable and useful training"

"An eye-opener to how our brains and eyes work with numbers and letters"

"Very knowledgeable trainer"

Delegates achieved an overall reduction in errors of...

61%

THE **BACKGROUND**

Avnet guides today's ideas into tomorrow's technology. They design, supply and deliver for contract manufacturers and original equipment manufacturers who require stock around the world. Avnet's engineers are on the front line of innovation, and are supported by sales, supply-chain, design-chain and service teams with deep expertise.

"We have customers across the globe who expect us to get things right," said Hely Salminen, Business Operations Manager, Avnet.

THE **PROBLEM**

"Our industry is constantly changing, which means we have constant time pressures and deadlines. As humans, we make mistakes. When comparing data, somebody takes down the wrong number or misspells an address. We can be discussing transactions for weeks or months, trying to correct problems… We get all kinds of data in all kinds of formats. Too much time, energy, and money is spent fixing misplaced dots or missing commas… As a manager, when mistakes are made in my department, it causes me greater stress, extra travel, time spent talking to the customers, and re-training people," said Hely Salminen.

Avnet knew that if they could reduce the number of errors being made by their teams when processing information, time and money would not be wasted on correcting those mistakes. It was important to create a positive and supportive accuracy culture.

This is where Scott Bradbury came in.

THE **SOLUTION**

After an in-house demo, Avnet decided to do something to improve the productivity of their teams from a variety of departments.

Developing an Eye for Accuracy suited Avnet with its targeted practices to improve checking and transferring data. Scott Bradbury Accuracy Consultant, Greg Fradd, tailored the programme to be specific to the types of information the delegates worked with daily. How should we deal with alphanumerics, like manufacturer part or purchase order numbers? How can we find errors in addresses and names? How do we check punctuated data and decimals? How should we correctly take information over the phone?

Scott Bradbury's messages go beyond training days. We are providing the resources and guidance to Avnet to ensure they sustain their improvements in the long-run.

THE **RESULTS**

Developing an Eye for Accuracy proved to be highly popular and enjoyable for all participants. Their results show this!

Delegates achieved an overall reduction in errors of **61%**.

Processing speeds became much faster too, with highly impressive increases of 10% and 20%.

"The training was incredibly appropriate,"

said Hely Salminen.