

# Developing an Eye for Accuracy



It's our policy to be accurate!

Getting it right first time, every time

Name:

---

Department:

---

Date:

---

Please record your time here:

---

(Time limit: 3 minutes)

Score:     / 25

## Developing an Eye for Accuracy Insurance sector

Compare each item in Column 1 to its match in Column 2. If the items are the same, put a tick in the 'S' column. If the items are different, put a tick in the 'D' column, and then circle the error in Column 2. Please write how long it takes you to complete this exercise on the front of this paper.

Qualifications framework	S	D	Qualifications framework
Policy 678956667	S	D	Policy 678956667
Strategic underwriting	S	D	Strategic underwriting
Mrs Priscilla Norman	S	D	Mrs Priscilla Norman
Claim no. 9000884442	S	D	Claim no. 9000884422
43 Sittingbourne Road	S	D	34 Sittingbourne Road
Pet insurance policy 67844556	S	D	Pet insurance policy 67844566
Alfred Brown Assurance	S	D	Alfred Brown Assurrance
ME14 4YS	S	D	ME14 4SY
Payment ref: AB/555669	S	D	Payment ref: AB/555699
Single premium	S	D	Single premium
Life protection plan 4555-7789	S	D	Life protection plan 4555-7789
No claims bonus 11%	S	D	No claims bonus 10%
04/11/1964	S	D	04/11/1964
Sandra McCarthy	S	D	Sandra McCarthy
Agent/broker code 688	S	D	Agent/broker code 689
Dip CII (claims)	S	D	Dip CII (claims)
Pension contributions (monthly)	S	D	Persions contributions (monthly)
Premium: £363.56	S	D	Premium: £363.56
Claim for £22,224.67	S	D	Claim for: £22,244.67
Mr Chris Jackson	S	D	Ms Chris Jackson
Quote dated 30 November 2014	S	D	Quote dated 30 November 2014
Quote ref: MWM44567	S	D	Quote ref: WMW44567
PE14 7CS	S	D	PE14 7GS
444 Wandsworth Gardens	S	D	44 Wandsworth Gardens

# Developing an Eye for Accuracy Insurance sector

Qualifications framework	✓	D	Qualifications framework	
Policy 678956667	✓	D	Policy 678956667	
Strategic underwriting	✓	D	Strategic underwriting	
Mrs Priscilla Norman	✓	D	Mrs Priscilla Norman	
Claim no. 9000884442	S	✓	Claim no. 9000884422	4 not 2
43 Sittingbourne Road	S	✓	34 Sittingbourne	Transposition
Pet insurance policy 67844556	S	✓	Pet insurance policy 67844566	5 not 6
Alfred Brown Assurance	S	✓	Alfred Brown Assurance	Extra r
ME14 4YS	S	✓	ME14 4SY	Transposition
Payment ref: AB/555669	S	✓	Payment ref: AB/555699	6 not 9
Single premium	✓	D	Single premium	
Life protection plan 4555-7789	✓	D	Life protection plan 4555-7789	
No claims bonus 11%	S	✓	No claims bonus 10%	1 not 0
04/11/1964	✓	D	04/11/1964	
Sandra McCarthy	✓	D	Sandra McCarthy	
Agent/broker code 688	S	✓	Agent/broker code 689	8 not 9
Dip CII (claims)	✓	D	Dip CII (claims)	
Pension contributions (monthly)	S	✓	Pensions contributions	n not r & Extra s
Premium: £363.56	✓	D	Premium: £363.56	
Claim for £22,224.67	S	✓	Claim for: £22,244.67	2 not 4
Mr Chris Jackson	S	✓	Ms Chris Jackson	r not s
Quote dated 30 November 2014	✓	D	Quote dated 30 November 2014	
Quote ref: MWM44567	S	✓	Quote ref: WMW44567	MWM not WMW
PE14 7CS	S	✓	PE14 7GS	C not G
444 Wandsworth Gardens	S	✓	44 Wandsworth	Missing 4

## How did you do? And what does it mean?

There are just 25 pieces of information to compare and verify in the test – just one mistake equates to a 4% error rate. The test should take no more than three minutes to complete. Imagine if your people made one error every three minutes! That's 20 errors every hour and 140 errors in a seven-hour day. It's easy to see how it mounts up.

An average error rate of just 3% wastes around 20% of your salary bill in lost productivity alone. No-one likes having to re-do work and sort out problems arising from mistakes. Accuracy skills training boosts personal effectiveness and organisational efficiency.

### Proven to work

We have many years' experience of working with insurance organisations, equipping administrative teams with practical accuracy skills which save money and increase efficiency. Typically, insurance employees achieve a 52% reduction in errors.

### Our unique programmes

*Developing an Eye for Accuracy* – our flagship in-house data accuracy programme for people who work with information

*Preventing Mistakes at Work* – our practical in-house workshop for reducing the incidence of 'silly' human error

*Accurate Documentation Skills* – our practical in-house workshop for people who work with written communications

*One-day Accuracy Skills* – our open course for individuals seeking to improve their attention to detail

### Free consultation

A free consultation enables you to explore how accuracy training works and the typical cost savings and productivity gains you can expect to achieve. Pick up useful advice on how accuracy skills training relates to the work your people do and how you can take advantage of the proven methodologies for reducing error.

### Contact us

[www.accuracyprogramme.co.uk](http://www.accuracyprogramme.co.uk)

+44 (0)1638 723590

[accuracy@scottbradbury.co.uk](mailto:accuracy@scottbradbury.co.uk)



**3%** **UK NATIONAL  
ERROR RATE**

**= 3 IN EVERY 100  
TRANSACTIONS CONTAIN AN ERROR**

**20%** **OF SALARY  
BILL SPENT  
ON MAKING  
AND FINDING  
MISTAKES**



**IT'S LIKE  
HAVING  
YOUR OWN  
ERROR  
DEPARTMENT**



**TIME  
WASTED**



**STRESS  
CAUSED**



**MONEY  
WASTED**

**DELIVERING  
Developing an  
Eye for Accuracy  
SINCE 2003**

**52%**

**REDUCTION  
IN ERRORS**

**MEASURABLE RETURN**

**PRODUCTIVITY GAINS**