

# Developing an Eye for Accuracy



*Don't let the hidden cost of error break your heart*

*February*

Name: \_\_\_\_\_

Department: \_\_\_\_\_

Date: \_\_\_\_\_

Please record your time here: \_\_\_\_\_

(Time limit: 3 minutes)

Score:     / 25

## Developing an Eye for Accuracy *February*

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.

|                                |   |   |                                |
|--------------------------------|---|---|--------------------------------|
| Mr Jonathan Love               | S | D | Mr Jonathon Love               |
| Valentine's card               | S | D | Valentine's card               |
| Heartfelt                      | S | D | Heartfelt                      |
| 24 Sweetheart Lane             | S | D | 24 Sweatheart Lane             |
| sally.dear@osbourne.co.uk      | S | D | sally.dear@osborne.co.uk       |
| 20-29-63                       | S | D | 20-29-68                       |
| 34 Romance Drive               | S | D | 43 Romance Drive               |
| Cupid's arrow                  | S | D | Cupids arrow                   |
| £666.96                        | S | D | £666.69                        |
| Mr Godfrey Valentine           | S | D | Ms Godfrey Valentine           |
| 14 <sup>th</sup> February 2013 | S | D | 14 <sup>th</sup> February 2013 |
| Geoffrey Chaucer               | S | D | Geoffrey Chaucer               |
| Ref: JB0008967                 | S | D | Ref: JB0009867                 |
| Joe Hart-Smith                 | S | D | Jo Hart-Smith                  |
| Couple number 38               | S | D | Couple number 38               |
| Lucky ticket 67883             | S | D | Lucky ticket 67883             |
| Chocolate loveheart            | S | D | Chocolate lovehaert            |
| 14/02/2015                     | S | D | 14/20/2015                     |
| Mr Alistair Darling            | S | D | Mr Alastair Darling            |
| Prior engagement               | S | D | Prior engagement               |
| GM loves MG                    | S | D | GM loves NG                    |
| AJK88TT5S                      | S | D | AJK88TT5S                      |
| £377,778.17                    | S | D | £377,788.17                    |
| My heart's desire              | S | D | My heat's desire               |
| david.lovegrove@jbr.org.uk     | S | D | david.lovegrove@jbr.org.uk     |

# Developing an Eye for Accuracy *February*

|                                |   |   |                                |               |
|--------------------------------|---|---|--------------------------------|---------------|
| Mr Jonathan Love               | S | ✓ | Mr Jonathon Love               | a not o       |
| Valentine's card               | ✓ | D | Valentine's card               |               |
| Heartfelt                      | ✓ | D | Heartfelt                      |               |
| 24 Sweetheart Lane             | S | ✓ | 24 Swea <del>theart</del> Lane | e not a       |
| sally.dear@osbourne.co.uk      | S | ✓ | sally.dear@osborne.co.uk       | Missing u     |
| 20-29-63                       | S | ✓ | 20-29-68                       | 3 not 8       |
| 34 Romance Drive               | S | ✓ | 43 Romance Drive               | Transposition |
| Cupid's arrow                  | S | ✓ | Cupids arrow                   | Missing '     |
| £666.96                        | S | ✓ | £666.69                        | Transposition |
| Mr Godfrey Valentine           | S | ✓ | Ms Godfrey Valentine           | r not s       |
| 14 <sup>th</sup> February 2013 | ✓ | D | 14 <sup>th</sup> February 2013 |               |
| Geoffrey Chaucer               | ✓ | D | Geoffrey Chaucer               |               |
| Ref: JB0008967                 | S | ✓ | Ref: JB0009867                 | Transposition |
| Joe Hart-Smith                 | S | ✓ | Jo Hart Smith                  | Missing e     |
| Couple number 38               | ✓ | D | Couple number 38               |               |
| Lucky ticket 67883             | ✓ | D | Lucky ticket 67883             |               |
| Chocolate loveheart            | S | ✓ | Chocolate lovehaert            | Transposition |
| 14/02/2015                     | S | ✓ | 14/20/2015                     | Transposition |
| Mr Alistair Darling            | S | ✓ | Mr Alastair Darling            | i not a       |
| Prior engagement               | ✓ | D | Prior engagement               |               |
| GM loves MG                    | S | ✓ | GM loves NG                    | M not N       |
| AJK88TT5S                      | ✓ | D | AJK88TT5S                      |               |
| £377,778.17                    | S | ✓ | £377,788.17                    | 7 not 8       |
| My heart's desire              | S | ✓ | My heat's desire               | Missing r     |
| david.lovegrove@jbr.org.uk     | ✓ | D | david.lovegrove@jbr.org.uk     |               |

# How did you do in the test? And what does it mean?

There are just 25 pieces of data to compare and verify, so even just one mistake equates to a 4% error rate. The test should have taken no more than three minutes to complete. Imagine your people made one error every three minutes. That's 20 errors every hour and 140 errors in a seven hour day. Now think about the number of people you employ who are reading, checking or transferring data. It's easy to see how it mounts up!

An error is made in just a second or two. But how long does it take to find and correct it, once it's been made? And what are the consequences in terms of wasted time and productivity? And consider the cost implications of the errors themselves.

The reason we all make mistakes is because we are human. It doesn't matter how experienced, how conscientious or how senior we are, the physical structure of the human eye and the way our brains and eyes co-ordinate all conspire to make us vulnerable to making mistakes.

The good news is that accuracy is a trainable skill. We can all learn to become more accurate.

At Scott Bradbury we specialise in data accuracy skills. We work with organisations to reduce errors, save money and boost productivity. We develop the accuracy skills of people who in-put, transfer and check data, enabling them to process information efficiently and accurately.

## Developing an Eye for Accuracy Training

Developing an Eye for Accuracy is our core training programme. Delegates learn and practise proven accuracy techniques and how to apply them to the work they do.

Delegates complete pre-course and post-course assessments to enable us to measure the group's improvement in accuracy and speed. Delegates also record the errors they make during the programme and from this a personalised 'error pattern' emerges which is specific to them and alerts them to areas where they are most prone to make a mistake.

## Measurable Return on Investment

Results from the programme are measurable and the return on investment is demonstrable. Typically delegates achieve a 60% reduction in errors and a 3% increase in processing speed. We also provide additional testing to use back in the workplace so you can monitor accuracy performance in the months following the initial training.

## Free Demonstration

A free demonstration shows how the accuracy techniques work and the typical cost savings and productivity gains you can expect to achieve. We also share tips for building an internal accuracy culture where people are motivated to get it right first time, every time.

Find out more from the experts in accuracy skills.

Call +44(0)1638 723590 or email [accuracy@scottbradbury.co.uk](mailto:accuracy@scottbradbury.co.uk)