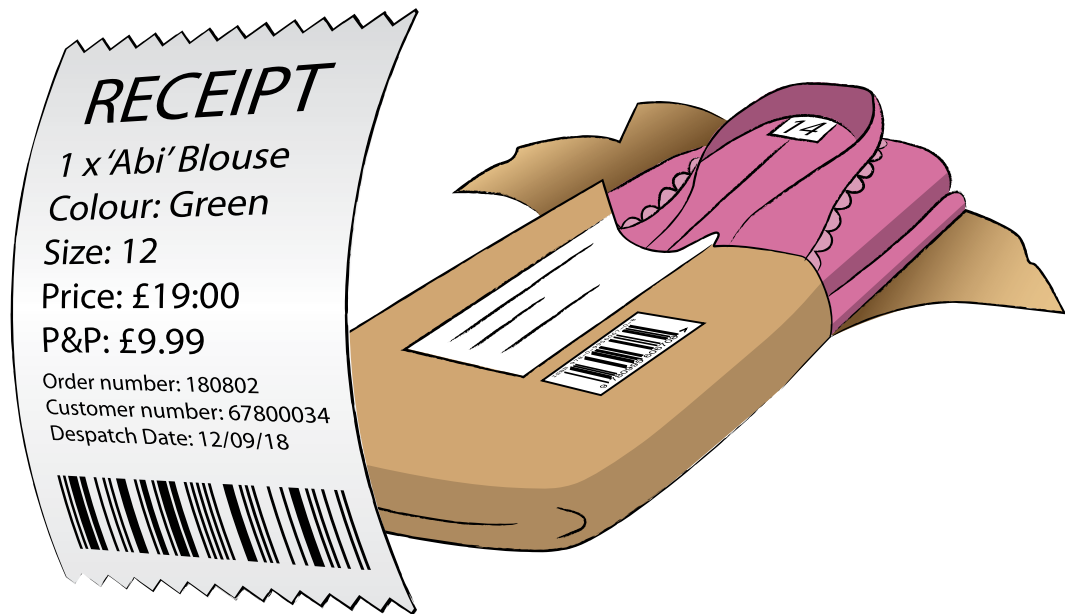


Developing an Eye for Accuracy



Accuracy is the order of the day!

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 Retail 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.

Customer number 80067881	S	D	Customer number 80067781
Product code 778-AB-7B1	S	D	Product code 778-AB-7B1
£199.89 + VAT	S	D	£199.89 + VAT
Ref code 7888KK123B	S	D	Ref code 788KK123B
Order date 03/09/2018	S	D	Order date 03/09/2018
34 Homefield Road	S	D	43 Homefield Road
Mobile: 07781 916419	S	D	Mobile: 07781 916419
Quantity: 169	S	D	Quantity: 169
Four candles	S	D	Fork handles
4 for £5.99	S	D	4 four £5.99
Warehouse G12-A	S	D	Warehouse G12-A
Order number 888943221	S	D	Ordar number 888934221
Stock code 120008	S	D	Stock code 120088
VAT Reg no. GB818 3647 10	S	D	VAT Reg no. GB818 3647 10
Mr Chris Poots	S	D	Mrs Chris Poots
Confirmation of order ZZ23456661	S	D	Confirmation of order Z223456661
3 x OMEGA Lattice Top Fence OLT	S	D	3 x OMEGA Lattice Top Fence OLT
Transaction #: 00010017004454	S	D	Transaction #: 00010017004454
SKU 415674	S	D	SKU 415674
Cashier Derrick 17	S	D	Cashier Derrick 17
180mm x 180mm	S	D	180m x 180mm
Date of order 28/09/2018	S	D	Date of order 28/09/2018
Valid 4 th September – 2 nd October 18	S	D	Valid 4 th September – 2 nd October 18
Bar code 2 067033 068207	S	D	Bar code 2 067033 068207
Re-order code OPT230	S	D	Re-order code OPT230

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Customer number 80067881	S	✓	Customer number 80067781	8 not 7
Product code 778-AB-7B1	✓	D	Product code 778-AB-7B1	
£199.89 + VAT	✓	D	£199.89 + VAT	
Ref code 7888KK123B	S	✓	Ref code 788KK123B	Missing 8
Order date 03/09/2018	✓	D	Order date 03/09/2018	
34 Homefield Road	S	✓	43 Homefield	Transposition
Mobile: 07781 916419	✓	D	Mobile: 07781 916419	
Quantity: 169	S	✓	Quantity: 167	Extra i
Four candles	S	✓	Fork handles	Please say you got this
4 for £5.99	S	✓	4 four £5.99	Extra u
Warehouse G12-A	✓	D	Warehouse G12-A	
Order number 888943221	S	✓	Order number 88934221	Transposition
Stock code 120008	S	✓	Stock code 120086	0 not 8
VAT Reg no. GB818 3647 10	✓	D	VAT Reg no. GB818 3647 10	
Mr Chris Poots	S	✓	Mrs Chris Poots	Extra s
Confirmation of order ZZ23456661	S	✓	Confirmation of order Z2345666	Z not 2
3 x OMEGA Lattice Top Fence OLT	✓	D	3 x OMEGA Lattice Top Fence OLT	
Transaction #: 00010017004454	✓	D	Transaction #: 00010017004454	
SKU 415674	✓	D	SKU 415674	
Cashier Derrick 17	✓	D	Cashier Derrick 17	
180mm x 180mm	S	✓	180m x 180mm	Missing m
Date of order 28/09/2018	✓	D	Date of order 28/09/2018	
Valid 4 th September – 2 nd October 18	✓	D	Valid 4 th September – 2 nd October 18	
Bar code 2 067033 068207	✓	D	Bar code 2 067033 068207	
Re-order code OPT230	✓	D	Re-order code OPT230	

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 retail organisations, equipping HR administrators, pick and pack warehouse teams, buyers, order processors and quality control teams with accuracy skills which save money and improve service levels. Typically, participants from our retail sector clients achieve a 61% 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

+44 (0)1638 723590

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**

61%

**REDUCTION
IN ERRORS**

MEASURABLE RETURN

PRODUCTIVITY GAINS