



# Developing an Eye for Accuracy CASE STUDY



## What was the situation?

Jersey-based JT have more than 120 years' experience in telecommunications and are dedicated to delivering world-class services. "Accuracy first time" is the goal for employees who work in JT's call centre and retail outlets in Jersey and Guernsey. Scott Bradbury's *Developing an Eye for Accuracy* programme promised to deliver the methodology required to train employees' eyes to scan large amounts of numerical data.

## What did they do?

Scott Bradbury trainer Hugh Murray led *Developing an Eye for Accuracy* to 13 members of staff at JT. He then followed up with *Train the Trainer* for a couple of staff members so that the accuracy programme could be delivered internally – an important cost-effective factor for an island-based business.

## What was the result?

Around 75 JT employees have completed *Developing an Eye for Accuracy* and the results speak for themselves: pre-course error rate was 4.06% and post-course saw an impressive reduction to 1.28% with an 11% increase in speed. JT's HR division also keep the accuracy initiative alive by using seasonal tests that Scott Bradbury provides free of charge to clients.



Alison Coles, People Development Advisor,  
HR Division, JT:

“ The team at Scott Bradbury are just lovely. Their trainer Hugh was so calm and effective in his delivery of both *Developing an Eye for Accuracy* and *Train the Trainer*. Whenever I have requested further materials, these have been sent to the right place at the right time and I would have no hesitation in recommending them to others ”

### JT delegates who have attended the course say:

“ Very helpful ”

“ Superb! ”

“ An excellent course ”

“ Very good, made course feel very realistic ”

“ Definitely helped me ”

“ Great useful course ”

“ Useful for my job ”