

Tips for Reducing the Cost of Error

These tips are designed to highlight the key points that have emerged through your participation in our taster event *Reducing the Cost of Error*.

In *Reducing the Cost of Error* you have experienced for yourself just some of the ideas underpinning our work. For a much fuller picture of how we develop people's accuracy skills and how *Developing an Eye for Accuracy* will work for you, please ask for a free, in-house demonstration.



Reducing the Cost of Error



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Reducing the Cost of Error

All human beings make mistakes

- Even your best people make mistakes. Your most experienced and most senior people sometimes make mistakes just as much as your newest recruit or your most junior member of staff
- Consistency lies at the heart of accuracy. Where you have people carrying out repetitive tasks it's likely they are doing those tasks in different ways. By identifying the most efficient methodology and applying it consistently, you get faster and more accurate results – remember the Typical Day at Work activity
- Human beings weren't designed to concentrate! In a modern working environment full of distractions, learning to SuperConcentrate and consciously 're-setting your mind' are essential for accuracy
- The human eye moves in jerks across data – unless it is focused on a moving object, it physically cannot move smoothly across the information. This leads to 'errors at the join' where data can be omitted, repeated, or transposed – remember the 'jerky eyes' video
- Your brain makes sense out of nonsense, so you can actually read this! We see what we expect to see rather than what is actually on the screen or on the page, and we don't notice the mistakes. Practical techniques such as the 'Advantage of threes' identify each and every digit or character in its exact location and help to overcome the natural barriers to accuracy

- As competent readers, we look at the shape of words rather than individual characters. We need to ditch our reading skills and apply our accuracy skills instead, checking for accuracy as well as for meaning
- People are more accurate when there are fewer levels of checking! If you know your work is going to be checked, you cease to be accountable for its accuracy. So focus on encouraging people to take pride in accuracy by making them accountable for getting it right first time, every time
- When you are checking your work, or that of others, say to yourself, 'there is a mistake here somewhere and I'm going to find it'.

Return on investment

- Accuracy is a trainable skill and just like any other skill it can be improved with practice. Applying the appropriate accuracy techniques is proven to reduce error, save money and increase productivity
- Accuracy rates are measurable, so by tracking the reduction in errors following training and skills development, it's possible to calculate your cost savings
- Monitoring performance back in the workplace makes it possible to track the return on investment in the months following the training too.

Cost of error

- Use the Ripple Effect exercise to explore the consequences and impact of errors
- The back-of-envelope calculation gives you a rough and ready idea of what mistakes are already costing your organisation – and it's a shocking eye-opener!
- Think about the hidden cost of error – remember the iceberg! – and consider how much time these errors are wasting
- Wasted time can account for as much as 18% of your salary bill – so reducing errors has an immediate impact on productivity and cost savings. And that's before you consider the cost of the errors themselves in terms of compensation and lost business
- Quality, customer service and accuracy go together. Errors inevitably damage your reputation and in some cases have serious legal or compliance repercussions
- Errors damage your people's morale. No-one comes to work thinking, 'how many mistakes can I make today?!' Errors are a drag on morale and motivation and can be stressful. Making people feel proud about being accurate increases productivity and morale.

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