

# Accuracy skills training for the **utilities** sector

Accuracy skills training is amongst the **quickest, most efficient performance improvements you can make to your operations – and it's proven to work.**



## Working for the utilities sector

Data accuracy is essential for utility companies. With people regularly switching suppliers, accurate customer service is more important than ever. Since 2003, our flagship *Developing an Eye for Accuracy* in-house training programme has been proven to save money and boost productivity for our clients in the utilities sector. Results from the last five most recent courses delivered within this sector (up to September 2018), show a saving per participant per annum of £2,632. This is purely the value of the time saved through making fewer errors. Think also of the savings from fewer fines or compensation payments!

## Measurable results

Participants complete pre-course and post-course assessments which track their reduction in errors. Follow-up resources and assessments in the months after the training help your people sustain what they have learnt.

## What the results show

The typical pre-course error rate for the utilities sector is 3.13% – slightly above the national average. This means an error occurs in 3.13 of every 100 transactions. Organisations can spend 18-20% of their people's salary bill on making, finding and correcting mistakes. The cost of the wasted time is equivalent to employing your own 'Error Department'.

Results from the last five courses:

Pre-course error rate

**3.13%**



Wasting **£4,105** per person per annum

Post-course error rate

**0.91%**



Saving **£2,632** per person per annum

## *Developing an Eye for Accuracy*

Return on investment

**SAVE £2,632\***  
per person per annum

\*This figure is based on results from 55 participants in the utilities sector, working an average of 37.5 hours a week and on a salary of £22,000

**Reduction in errors of 71%**

(range was 53%-80%)

Measured in the post-course assessment

**Ask for a demo**

Book a free, no obligation demonstration at your premises.

## Who is the course for?

*Developing an Eye for Accuracy* is for people who spend 25% or more of their day handling data. This includes job titles such as:

- Accountant
- Account Manager
- Administration Assistant
- Billing Co-ordinator
- Customer Service Advisor and Manager
- Contact Centre Agent
- Distribution Manager
- Finance Manager
- HR Business Partner and Manager
- Income Incentives Manager
- IT Solutions Manager
- Metering Team Leader
- Personal Assistant
- Pricing Analyst
- Procurement Manager
- Quality Manager and Resource Planner
- Revenue and Reporting Analyst
- Sales Processor

## Types of data:

- Bank details
- Case numbers
- Contract references
- Customer references
- Incident timelines
- Invoice numbers
- Item codes
- Ledger codes
- Property references
- Meter make, serial and readings
- Sales data
- Service reports
- Supply point identification numbers
- Tender evaluations.

## Skills developed:

- Accurate data transfer
- Attention to detail
- Concentration
- Checking
- Consistency.

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### Accuracy training will work for you

Imagine reducing your people's mistakes by 71%, meaning they are:

- More efficient and productive – getting more done correctly in the time available
- Dealing with fewer complaints – providing excellent customer service, not fire fighting
- Less stressed – needing to do much less re-work and feeling positive about their role.

### Meet our accuracy experts



Catherine de Salvo  
Director



Alice Hubbard  
Senior Account Manager

### Experience accuracy training in action

The best way to assess the value of accuracy skills training is to participate in a demonstration at your offices. It's an informal, lively presentation punctuated by practical activities designed to get you involved in thinking about the subject of accuracy and the consequences of errors. We'll look at examples of how other similar organisations have benefited, details of cost and delivery, and there will be plenty of time for questions. You'll learn:

- Why all human beings make mistakes
- Insights into 'the three Cs' of Accuracy: Checking, Consistency and Concentration
- How much errors are currently costing you
- How the *Developing an Eye for Accuracy* techniques relate to the work your people do
- Tips for reducing error
- How the training is delivered and what you can expect to achieve
- How to sustain accuracy improvements back in the workplace.



**Measurable results**



**Proven to work**



**Relevant to the utilities sector**