

# Developing an Eye for Accuracy



Shocking errors and the constant drip of poor service blow holes in your operations

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 Utilities 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.

Meter serial number 01S213572	S	D	Meter serial number 01S213572
Account ref: 2987654	S	D	Account ref: 2987654
Supply Point ID: 10202389971	S	D	Supply Point ID: 10202889971
Effective date: 20/08/2019	S	D	Effective data: 20/08/2019
Property ref.: 140//02930/479991	S	D	Property ref.: 140//02930/479991
3 Fordham House Court	S	D	3 Fordham House Court
Meter ID: 06ELSTER07A071870	S	D	Meter ID: 06FLSTER07A071870
Paul.duffy@electricitycustomer.co.uk	S	D	Paul.duffy@electricitycustomers.co.uk
Account balance £2,788.89	S	D	Account balance £2,788.98
CF3 OLT	S	D	CF3 OLT
Invoice date 01/11/2019	S	D	Invoice date 01/11/2019
Electric meter reading 46043.5	S	D	Electric meter reading 46043.5
Gas meter reading 75193.100	S	D	Gas meter reading 76193.100
Account number 00098756710	S	D	Account number 00098765710
Mr Edwin Norman	S	D	Mr Edward Norman
Fixed to 30 September 2020	S	D	Fixed to 30 September 2002
MPAN 00 111 232 14 1432 6743 889	S	D	MPAN 00 111 232 14 1432 6743 889
Two-year fixed tariff	S	D	Two-year fixed tariff
Payment 15 October 2019 £99.90	S	D	Payment 15 October 2019 £99.00
Bill period 31 May 2019-31 July 2019	S	D	Bill period 31 May 2019-31 July 2019
Telephone 01638 723590	S	D	Telephone 01638 723590
Account Number 2208764	S	D	Account Number 2208764
Network node: OFFO5BB	S	D	Network node: OFFO5BB
Unit charges: 4.235 p/kWh	S	D	Unit charges: 4.235 p/kWh
MPRN 678355889	S	D	MPRN 678355899

# How did **you** do?

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.

## What does it mean?

Our results from the last ten most recent courses delivered show that participants have an average error rate of just over 3%. We find people typically spend 19% of their time making, finding and fixing mistakes. No-one likes having to re-do work and sort out problems arising from mistakes. Accuracy skills training boosts personal effectiveness and organisational efficiency.

**That's 19% of your company's salary bill**

It's like employing your own error department!



Results show a 57% reduction in errors!

**That's £1,932 saved per person per year**



## Proven to work

Since 2003 we have been working with the utilities sector equipping teams to accurately handle customer data by improving their numeracy and information-transfer skills. Typically, our participants achieve a 57% reduction in errors. A return on investment saving is calculated through the value of time saved through making fewer errors. Typical savings equate to £1,932 per person per year.

## Which workshop is best for you?

### *Developing an Eye for Accuracy*

Our flagship in-house workshop for people who work with data and information

### *Accurate Written Communication*

Our interactive in-house workshop for people who work with documents and emails

### *Preventing Mistakes at Work*

Our practical in-house workshop for reducing the incidence of 'silly' human error

### *One-day Accuracy Skills*

Our open workshop for individuals seeking to improve their attention to detail



## Contact us for a demo

[www.accuracyprogramme.co.uk](http://www.accuracyprogramme.co.uk)

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[accuracy@scottbradbury.co.uk](mailto:accuracy@scottbradbury.co.uk)

**Alice Hubbard**

Senior Account Manager, Scott Bradbury Limited.



**Where do we get our facts and figures from?** The results are taken from the last ten *Developing an Eye for Accuracy* workshops delivered. The average salary of the participants is £22,000 (working 37.5 hours per week). Figures last updated September 2019.

## Developing an Eye for Accuracy Utilities sector

Meter serial number 01S213572	✓	D	Meter serial number 01S213572	
Account ref: 2987654	✓	D	Account ref: 2987654	
Supply Point ID: 10202389971	S	✓	Supply Point ID: 10202389971	3 not 8
Effective date: 20/08/2019	S	✓	Effective date: 20/08/2019	e not a
Property ref.: 140//02930/479991	✓	D	Property ref.: 140//02930/479991	
3 Fordham House Court	✓	D	3 Fordham House Court	
Meter ID: 06ELSTER07A071870	S	✓	Meter ID: 06ELSTER07A071870	E not F
Paul.duffy@electricitycustomer.co.uk	S	✓	Paul.duffy@electricitycustomer.co.uk	Extra s
Account balance £2,788.89	S	✓	Account balance £2,788.98	Transposition
CF3 OLT	✓	D	CF3 OLT	
Invoice date 01/11/2019	✓	D	Invoice date 01/11/2019	
Electric meter reading 46043.5	✓	D	Electric meter reading 46043.5	
Gas meter reading 75193.100	S	✓	Gas meter reading 76493.100	5 not 6
Account number 00098756710	S	✓	Account number 00098765710	Transposition
Mr Edwin Norman	S	✓	Mr Edward Norman	in not ard
Fixed to 30 September 2020	S	✓	Fixed to 30 September 2002	Transposition
MPAN 00 111 232 14 1432 6743 889	✓	D	MPAN 00 111 232 14 1432 6743 889	
Two-year fixed tariff	✓	D	Two-year fixed tariff	
Payment 15 October 2019 £99.90	S	✓	Payment 15 October 2019 £99.00	9 not 0
Bill period 31 May 2019-31 July 2019	✓	D	Bill period 31 May 2019-31 July 2019	
Telephone 01638 723590	✓	D	Telephone 01638 723590	
Account Number 2208764	✓	D	Account Number 2208764	
Network node: OFFO5BB	✓	D	Network node: OFFO5BB	
Unit charges: 4.235 p/kWh	✓	D	Unit charges: 4.235 p/kWh	
MPRN 678355889	S	✓	MPRN 678355899	8 not 9