

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

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: 20/08/2018 | S | D | Effective data: 20/08/2018 |
| 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 01/03/2018 | S | D | Invoice date 01/03/2018 |
| 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 August 2018 £99.90 | S | D | Payment 15 August 2018 £99.00 |
| Bill period 31 May 2017-31 July 2017 | S | D | Bill period 31 May 2017-31 July 2017 |
| 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 |

Developing an Eye for Accuracy Utilities

| | | | | |
|--------------------------------------|---|---|---------------------------------------|---------------|
| Meter serial number 01S213572 | ✓ | D | Meter serial number 01S213572 | |
| Account ref: 2987654 | ✓ | D | Account ref: 2987654 | |
| Supply Point ID: 10202389971 | S | ✓ | Supply Point ID: 10202809971 | 3 not 8 |
| Effective date: 20/08/2018 | S | ✓ | Effective date: 20/08/201 | 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: 06FLSTER07A0 | E not F |
| Paul.duffy@electricitycustomer.co.uk | S | ✓ | Paul.duffy@electricitycustomers.co.uk | Extra s |
| Account balance £2,788.89 | S | ✓ | Account balance £2,788.98 | Transposition |
| CF3 OLT | ✓ | D | CF3 OLT | |
| Invoice date 01/03/2018 | ✓ | D | Invoice date 01/03/2018 | |
| 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 August 2018 £99.90 | S | ✓ | Payment 15 August 2018 £99.00 | 9 not 0 |
| Bill period 31 May 2017-31 July 2017 | ✓ | D | Bill period 31 May 2017-31 July 2017 | |
| 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 |

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

Our experience with customer service teams and administrative support functions within utilities companies, proves that big efficiency and service level improvements are attainable. Typically, participants from our utilities clients achieve an impressive 71% 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

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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

71%

**REDUCTION
IN ERRORS**

MEASURABLE RETURN

PRODUCTIVITY GAINS