

Developing an Eye for Accuracy



It's our policy to be accurate!

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 Insurance 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.

Qualifications framework	S	D	Qualifications framework
Policy 678956667	S	D	Policy 678956667
Strategic underwriting	S	D	Strategic underwriting
Mrs Priscilla Norman	S	D	Mrs Priscilla Norman
Claim no. 9000884442	S	D	Claim no. 9000884422
43 Sittingbourne Road	S	D	34 Sittingbourne Road
Pet insurance policy 67844556	S	D	Pet insurance policy 67844566
Alfred Brown Assurance	S	D	Alfred Brown Assurrance
ME14 4YS	S	D	ME14 4SY
Payment ref: AB/555669	S	D	Payment ref: AB/555699
Single premium	S	D	Single premium
Life protection plan 4555-7789	S	D	Life protection plan 4555-7789
No claims bonus 11%	S	D	No claims bonus 10%
04/11/1964	S	D	04/11/1964
Sandra McCarthy	S	D	Sandra McCarthy
Agent/broker code 688	S	D	Agent/broker code 689
Dip CII (claims)	S	D	Dip CII (claims)
Pension contributions (monthly)	S	D	Persions contributions (monthly)
Premium: £363.56	S	D	Premium: £363.56
Claim for £22,224.67	S	D	Claim for: £22,244.67
Mr Chris Jackson	S	D	Ms Chris Jackson
Quote dated 30 November 2019	S	D	Quote dated 30 November 2019
Quote ref: MWM44567	S	D	Quote ref: WMW44567
PE14 7CS	S	D	PE14 7GS
444 Wandsworth Gardens	S	D	44 Wandsworth Gardens

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 show that people working in the insurance sector have an average error rate of 2.6% and typically spend 15.5% 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 15.5% of your company's salary bill

It's like employing your own error department!



Results show a 45% reduction in errors!

That's £1,252 saved per person per year



Proven to work

Since 2003 we have been working with insurance organisations equipping administrative teams to accurately process claims, and correctly analyse and calculate risks by improving numeracy and data-transfer skills. Typically, our participants achieve a 45% reduction in errors. A return on investment saving is calculated through the value of time saved through making fewer errors. The typical saving within the insurance sector is £1,252 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

+44 (0)1638 723590

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 for the insurance sector. 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 Insurance sector

Qualifications framework	✓	D	Qualifications framework	
Policy 678956667	✓	D	Policy 678956667	
Strategic underwriting	✓	D	Strategic underwriting	
Mrs Priscilla Norman	✓	D	Mrs Priscilla Norman	
Claim no. 9000884442	S	✓	Claim no. 9000884422	4 not 2
43 Sittingbourne Road	S	✓	34 Sittingbourne Road	Transposition
Pet insurance policy 67844556	S	✓	Pet insurance policy 67844566	5 not 6
Alfred Brown Assurance	S	✓	Alfred Brown Assurance	Extra r
ME14 4YS	S	✓	ME14 4SY	Transposition
Payment ref: AB/555669	S	✓	Payment ref: AB/555699	6 not 9
Single premium	✓	D	Single premium	
Life protection plan 4555-7789	✓	D	Life protection plan 4555-7789	
No claims bonus 11%	S	✓	No claims bonus 10%	1 not 0
04/11/1964	✓	D	04/11/1964	
Sandra McCarthy	✓	D	Sandra McCarthy	
Agent/broker code 688	S	✓	Agent/broker code 689	8 not 9
Dip CII (claims)	✓	D	Dip CII (claims)	
Pension contributions (monthly)	S	✓	Pensions contributions (monthly)	n not r & Extra s
Premium: £363.56	✓	D	Premium: £363.56	
Claim for £22,224.67	S	✓	Claim for: £22,244.67	2 not 4
Mr Chris Jackson	S	✓	Ms Chris Jackson	r not s
Quote dated 30 November 2019	✓	D	Quote dated 30 November 2019	
Quote ref: MWM44567	S	✓	Quote ref: WMW44567	MWM not WMW
PE14 7CS	S	✓	PE14 7GS	C not G
444 Wandsworth Gardens	S	✓	44 Wandsworth Gardens	Missing 4