

Developing an Eye for Accuracy



The value of accuracy really hits home

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 *Housing 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.

29 Mount Pleasant Road	S	D	29 Mount Pleasant Road
N4 1PL	S	D	N4 1PL
Policy number PB543221	S	D	Policy number PB534221
Mr R. May and Mrs C. May	S	D	Mr R. Ray and Mrs C. May
Rent account: 16556600710454	S	D	Rent account: 16556600710454
Complaint ref: WK/556778	S	D	Complaint ref: WK/5667778
Tenancy agreement 01/01/2018	S	D	Tenancy agreement 01/01/2018
Sort code 60 04 23	S	D	Sort code 60 04 23
Repair job number JN172345	S	D	Repair job number JN172345
Case ref. LBH/345587	S	D	Case ref. LBH/345587
Property reference UPRN 3444	S	D	Property reference UBRN 3444
Waiting list WR00568	S	D	Waiting list WR00568
Heating charge £54.55pw	S	D	Heating charge £54.55pa
Rent arrears £862.44	S	D	Rent arrear £862.44
9 Cawston Court	S	D	6 Cawston Court
Complaint LBH/67781	S	D	Compliant LBH/67781
Process no.: 91479	S	D	Process no.: 94179
Policy number PB121212	S	D	Policy number PB121212
59 Grays Inn Road	S	D	59 Grays Inn Road
Job number 7049867	S	D	Job number 7048967
UPRN 497021	S	D	UPRN 497021
Council Tax £187.50	S	D	Council Tax £187.50
Repair bill £397.25	S	D	Repair bill \$397.25
Mr George Bandisson	S	D	Mr George Bandissen
Tel.: 01442 506778	S	D	Tel.: 01442 506778h

Developing an Eye for Accuracy Housing sector

29 Mount Pleasant Road	✓	D	29 Mount Pleasant Road	
N4 1PL	✓	D	N4 1PL	
Policy number PB543221	S	✓	Policy number PB534221	Transposition
Mr R. May and Mrs C. May	S	✓	Mr R. May and Mrs	M not R
Rent account: 16556600710454	✓	D	Rent account: 16556600710454	
Complaint ref: WK/556778	S	✓	Complaint ref: WK/566778	5 not 6 Extra 7
Tenancy agreement 01/01/2018	✓	D	Tenancy agreement 01/01/2018	
Sort code 60 04 23	✓	D	Sort code 60 04 23	
Repair job number JN172345	✓	D	Repair job number JN172345	
Case ref. LBH/345587	✓	D	Case ref. LBH/345587	
Property reference UPRN 3444	S	✓	Property reference UPRN 3444	P not B
Waiting list WR00568	✓	D	Waiting list WR00568	
Heating charge £54.55pw	S	✓	Heating charge £54.55pa	w not a
Rent arrears £862.44	S	✓	Rent arrear £862.44	Missing s
9 Cawston Court	S	✓	6 Cawston	9 not 6
Complaint LBH/67781	S	✓	Complaint LBH/677	Transposition
Process no.: 91479	S	✓	Process no.: 91479	Transposition
Policy number PB121212	✓	D	Policy number PB121212	
59 Grays Inn Road	✓	D	59 Grays Inn Road	
Job number 7049867	S	✓	Job number 7048967	Transposition
UPRN 497021	✓	D	UPRN 497021	
Council Tax £187.50	✓	D	Council Tax £187.50	
Repair bill £397.25	S	✓	Repair bill \$ 397.25	£ not \$
Mr George Bandisson	S	✓	Mr George Bandisse n	o not e
Tel.: 01442 506778	S	✓	Tel.: 01442 506778 h	Extra h

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

We have many years' experience of working with organisations in the housing sector, equipping administration teams, tenancy officers and contact centre employees with practical accuracy skills which save money and improve service levels. Typically, participants from our housing sector clients achieve a 59% 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

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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

59%

REDUCTION IN ERRORS

MEASURABLE RETURN

PRODUCTIVITY GAINS