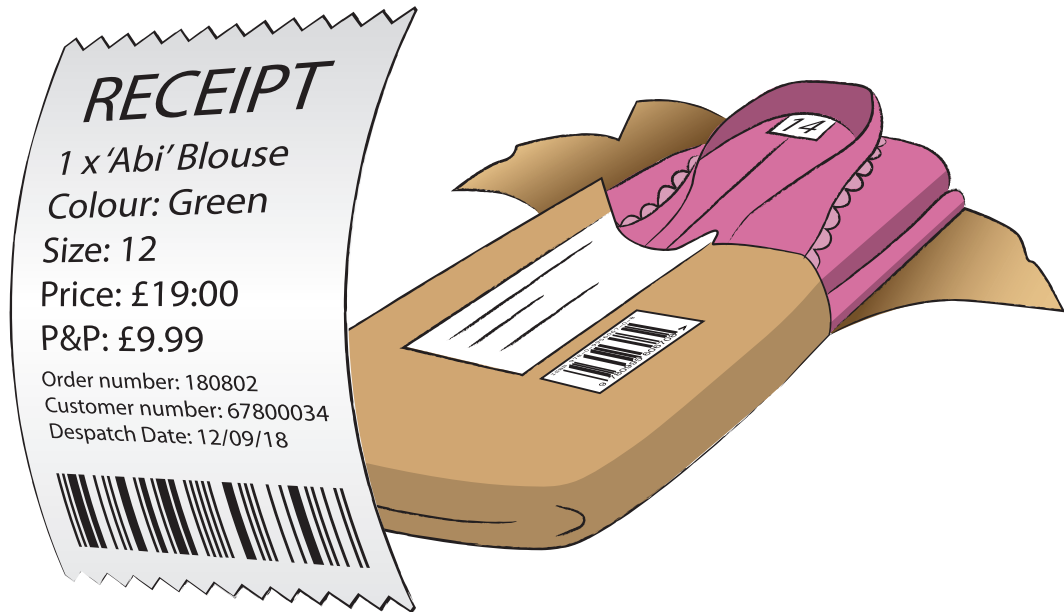


# Developing an Eye for Accuracy



## Accuracy is the order of the day!

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 Retail 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.

Customer number 80067881	S	D	Customer number 80067781
Product code 778-AB-7B1	S	D	Product code 778-AB-7B1
£199.89 + VAT	S	D	£199.89 + VAT
Ref code 7888KK123B	S	D	Ref code 788KK123B
Order date 03/09/2018	S	D	Order date 03/09/2018
34 Homefield Road	S	D	43 Homefield Road
Mobile: 07781 916419	S	D	Mobile: 07781 916419
Quantity: 169	S	D	Quantity: 169
Four candles	S	D	Fork handles
4 for £5.99	S	D	4 four £5.99
Warehouse G12-A	S	D	Warehouse G12-A
Order number 888943221	S	D	Ordar number 888934221
Stock code 120008	S	D	Stock code 120088
VAT Reg no. GB818 3647 10	S	D	VAT Reg no. GB818 3647 10
Mr Chris Poots	S	D	Mrs Chris Poots
Confirmation of order ZZ23456661	S	D	Confirmation of order Z223456661
3 x OMEGA Lattice Top Fence OLT	S	D	3 x OMEGA Lattice Top Fence OLT
Transaction #: 00010017004454	S	D	Transaction #: 00010017004454
SKU 415674	S	D	SKU 415674
Cashier Derrick 17	S	D	Cashier Derrick 17
180mm x 180mm	S	D	180m x 180mm
Date of order 28/09/2018	S	D	Date of order 28/09/2018
Valid 14 <sup>th</sup> October – 4 <sup>th</sup> November 19	S	D	Valid 14 <sup>th</sup> October – 4 <sup>th</sup> November 19
Bar code 2 067033 068207	S	D	Bar code 2 067033 068207
Re-order code OPT230	S	D	Re-order code OPT230

# 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 retail sector have an average error rate of 2.96% and typically spend 17.5% 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 17.5% of your company's salary bill**

It's like employing your own error department!



Results show a 58% reduction in errors!

**That's £2,062 saved per person per year**



## Proven to work

Since 2003 we have been working with the retail sector equipping teams to accurately handle order processing and distribution documentation by improving their numeracy and information-transfer skills. Typically, our participants achieve a 58% 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 sector is £2,062 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)

+44 (0)1638 723590

[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 for the retail 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 Retail sector

Customer number 80067881	S	✓	Customer number 80067781	8 not 7
Product code 778-AB-7B1	✓	D	Product code 778-AB-7B1	
£199.89 + VAT	✓	D	£199.89 + VAT	
Ref code 7888KK123B	S	✓	Ref code 788KK123B	Missing 8
Order date 03/09/2018	✓	D	Order date 03/09/2018	
34 Homefield Road	S	✓	43 Homefield	Transposition
Mobile: 07781 916419	✓	D	Mobile: 07781 916419	
Quantity: 169	S	✓	Quantity: 169	Extra i
Four candles	S	✓	Fork handles	Please say you got this
4 for £5.99	S	✓	4 four £5.99	Extra u
Warehouse G12-A	✓	D	Warehouse G12-A	
Order number 888943221	S	✓	Order number 88934221	Transposition
Stock code 120008	S	✓	Stock code 120086	0 not 8
VAT Reg no. GB818 3647 10	✓	D	VAT Reg no. GB818 3647 10	
Mr Chris Poots	S	✓	Mrs Chris Poots	Extra s
Confirmation of order ZZ23456661	S	✓	Confirmation of order Z223456661	Z not 2
3 x OMEGA Lattice Top Fence OLT	✓	D	3 x OMEGA Lattice Top Fence OLT	
Transaction #: 00010017004454	✓	D	Transaction #: 00010017004454	
SKU 415674	✓	D	SKU 415674	
Cashier Derrick 17	✓	D	Cashier Derrick 17	
180mm x 180mm	S	✓	180m x 180mm	Missing m
Date of order 28/09/2018	✓	D	Date of order 28/09/2018	
Valid 14 <sup>th</sup> October – 4 <sup>th</sup> November 19	✓	D	Valid 14 <sup>th</sup> October – 4 <sup>th</sup> November 19	
Bar code 2 067033 068207	✓	D	Bar code 2 067033 068207	
Re-order code OPT230	✓	D	Re-order code OPT230	