



Developing an
Eye for Accuracy

Improves the quality and reputation of your operations,
delivers cost-saving gains and increases productivity.
Getting it right first time, every time.

Working for the housing sector

Think of all the personal tenant data, maintenance appointments and rent collections your people process every day. Even small errors waste time and cost money. Mistakes which take only a few seconds to make have big repercussions.

The average error rate for our housing clients is 3.9%.

Meaning 3.9 in every 100 pieces of data your people process contains a mistake.

Our research suggests once a mistake is made it takes twice as long to track down and twice as long again to fix.

Results show that people working in the housing sector typically spend 23% of their time making, finding and fixing mistakes.



**That's 23% of your
company's salary bill**

It's like
employing your
own error
department!



Results show a 46%
reduction in errors!

**That's £2,160 saved
per person
per year**



Measurable results prove return on investment

All participants take a test assessment at the beginning and the end of the training. This tracks their improvement in accuracy and processing speed.

Results show the training measurably reduces data error in the housing sector by 46%.

The return on investment is calculated through the value of the time saved through making fewer errors. The typical saving within the housing sector is £2,160 per person per year.



Think about **GREATER PRODUCTIVITY** – more achieved in the time saved through improved accuracy and greater efficiency

Think about the **MONEY SAVED** – fewer fines, compensation payments and lost business opportunities



Think about **NEW SKILLS** – developing core abilities such as accurate data transfer, concentration, attention to detail, checking and consistency

Think about **WELLBEING** – fewer complaints and less re-work mean less stress, less hassle and a happier workforce



Contact us for a demo

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Get it right. Do it better.

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