# Developing an Eye for Accuracy

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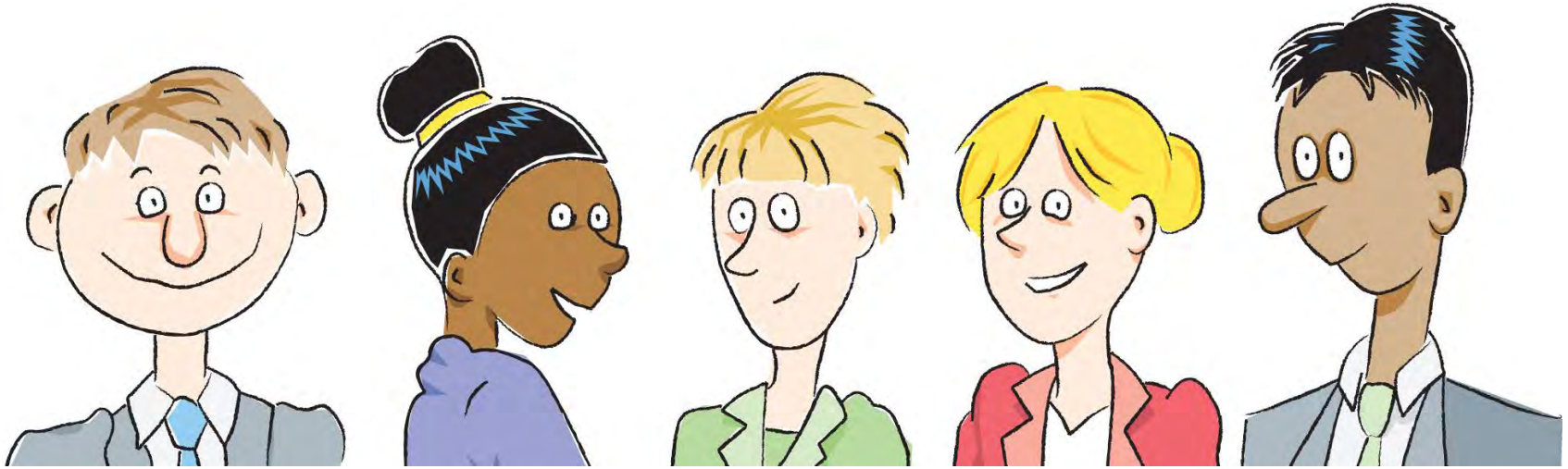
# We all make mistakes



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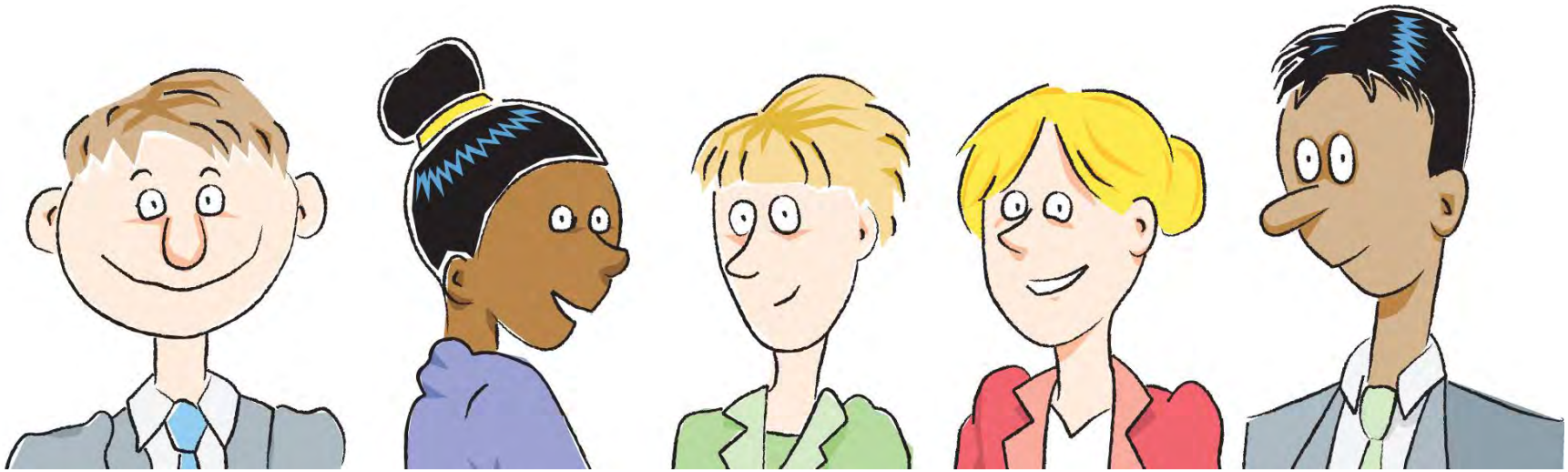
# Developing an Eye for Accuracy

- Working both **quickly** and **accurately**
- Application of tested techniques



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# What do we mean by ‘data’?

- Numbers
- Alphanumerics
- Names
- Addresses
- Product names or codes
- Product quantities
- References

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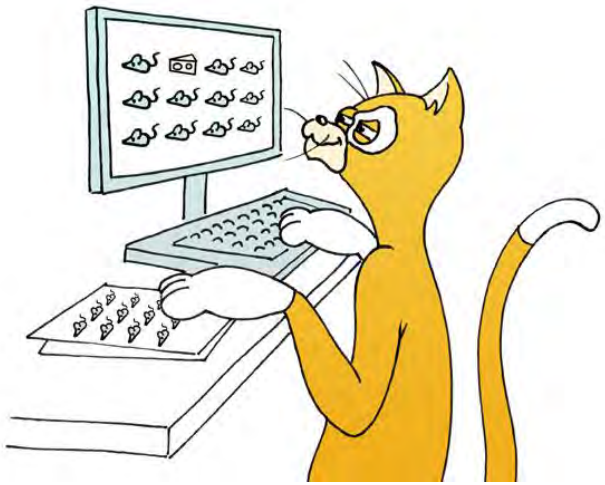
# Types of Error

- Transposition errors
- Wrong number/ wrong letter
- Too many numbers/ letters
- Omissions
- Incorrect information
- Misspelled names and addresses
- Incorrect punctuation



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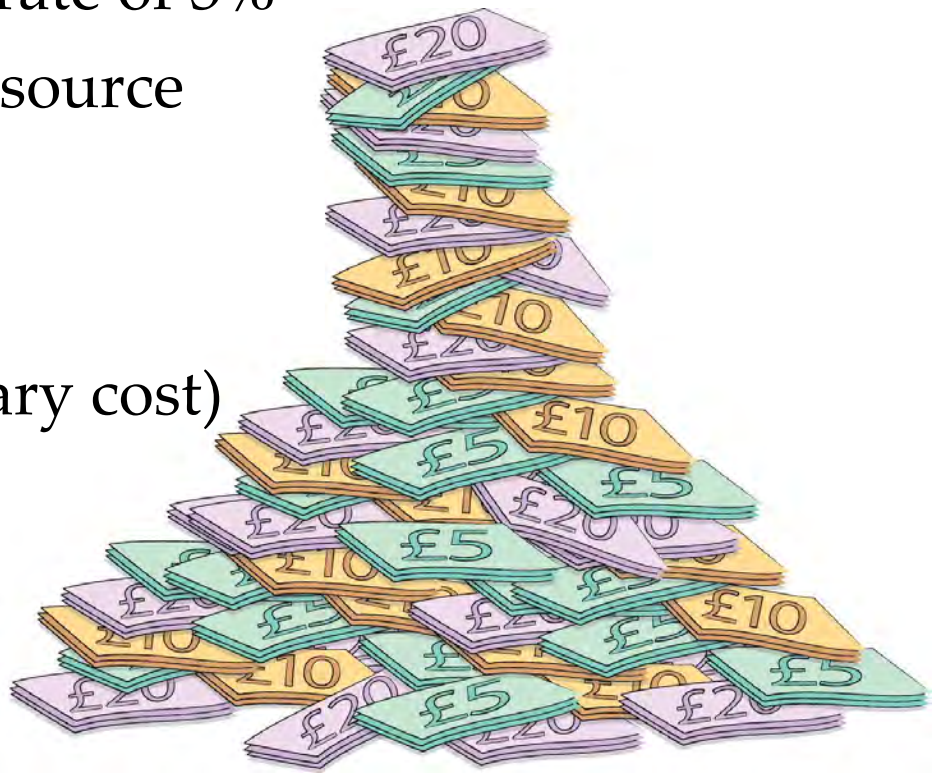
# The Cost of Making Errors

- Time
  - Typical pre-course error rate of 3%
  - Finding the error and its source
  - Correcting the error
- Money
  - Productivity (10-20% salary cost)
  - The error itself
- Reputation
  - Restoring client confidence



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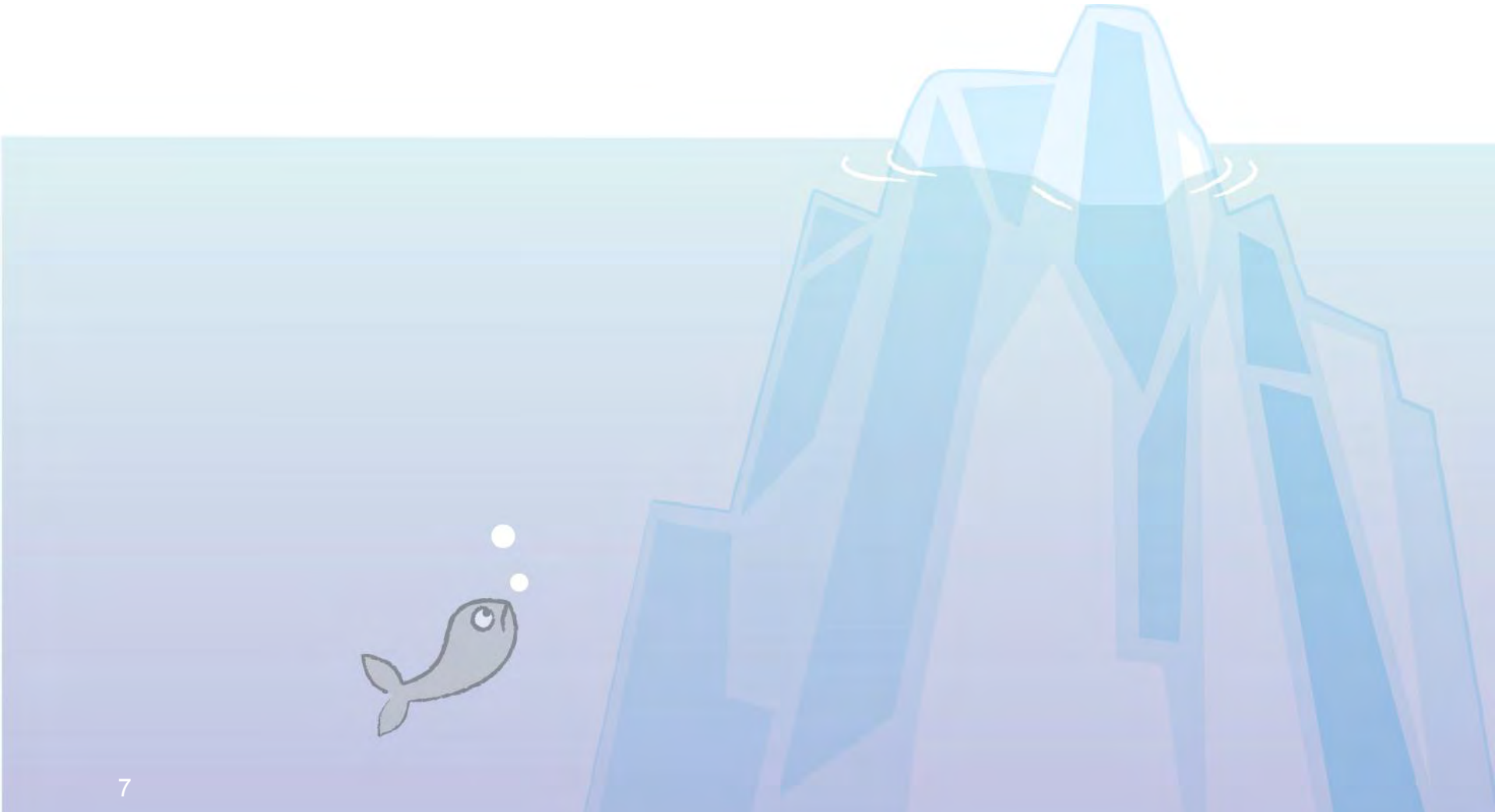
# Hidden cost of errors



# Page 1 of the test

| Correct number | S | D | Copy |
|---|---|---|---|
| 1. 6789 | | ✓ | 1. 6879 |
| 2. B223-45 | ✓ | | 2. B223-45 |
| 3. 12-01-04 | | ✓ | 3. 11-01-04 |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| 30. 12-34 | ✓ | | 30. 12-34 |

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# Page 2 of the test

| Column 1 | S | D | Column 2 |
|---|---|---|---|
| 1. Mr Hugh Murray | | ✓ | 1. Mr Hugh Murrey |
| 2. Parkinson & Prtnrs | | | 2. Parkenson & Prtnrs |
| 3. etc… | | | 3. etc… |
| | | | |
| | | | |
| | | | |
| | | | |
| | | | |
| 20. Glasgow G12 5SB | | | 20. Glasgow GL2 5SB |

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# Page 3 of the test

1. 23AB45

| | | |
|---|---|---|
| A. | | 32AB45 |
| B. | ✓ | 23AB45 |
| C. | | 23BA45 |
| D. | | 23AB54 |
| E. | ✓ | 23AB45 |

5. FIRST FIVE ONLY

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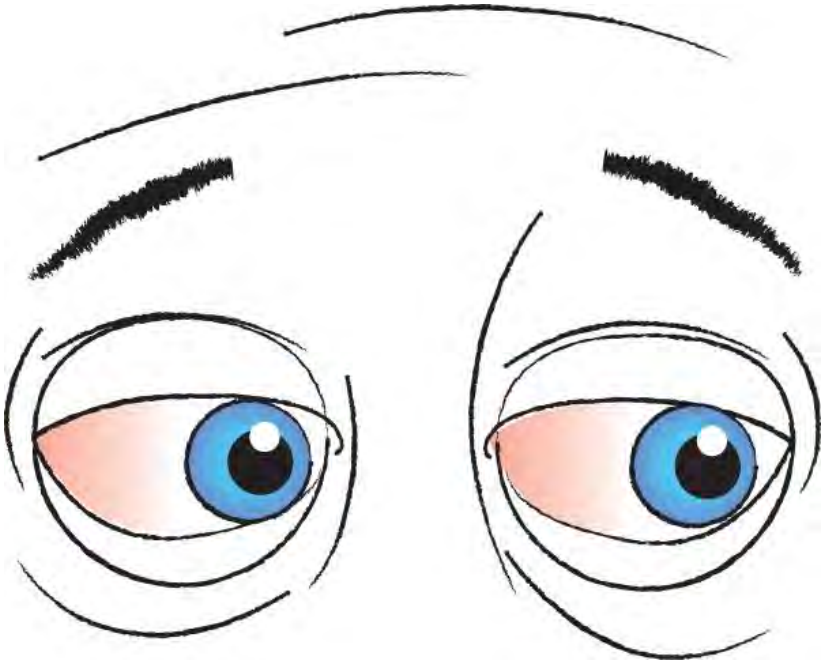
# Why do mistakes happen?

Because we're human

- The human eye



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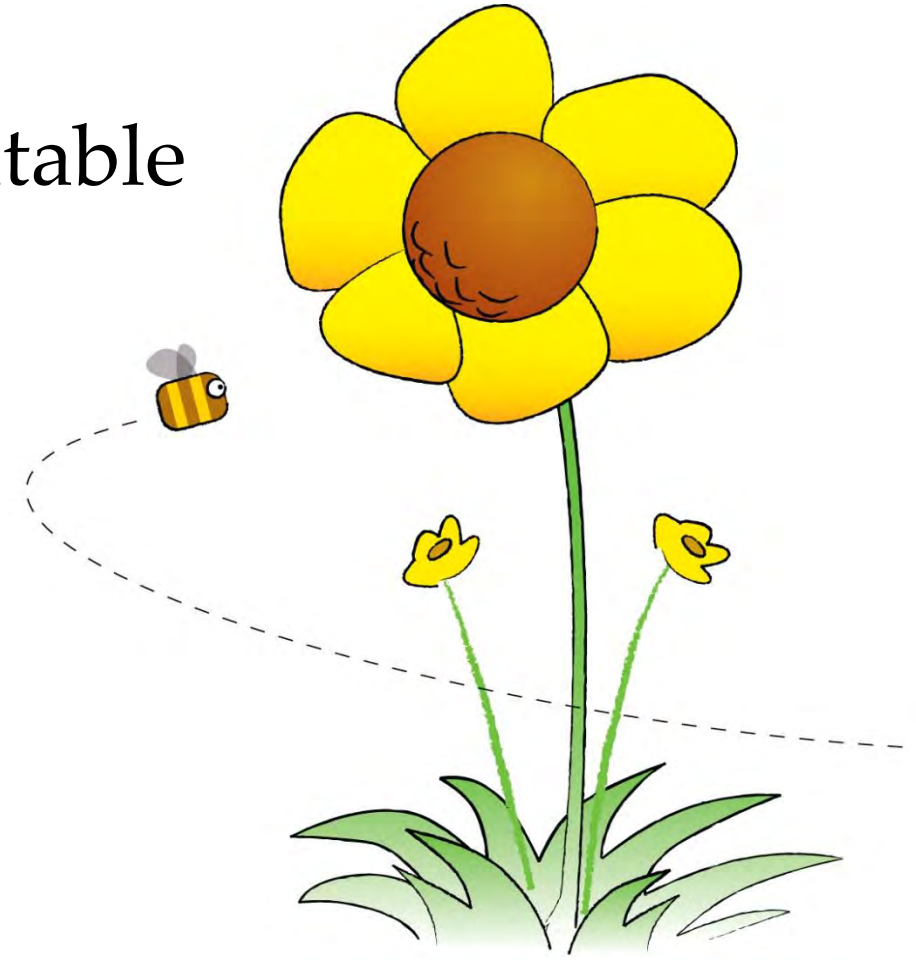
# Errors are natural

- They needn't be inevitable
- We need strategies to defeat them



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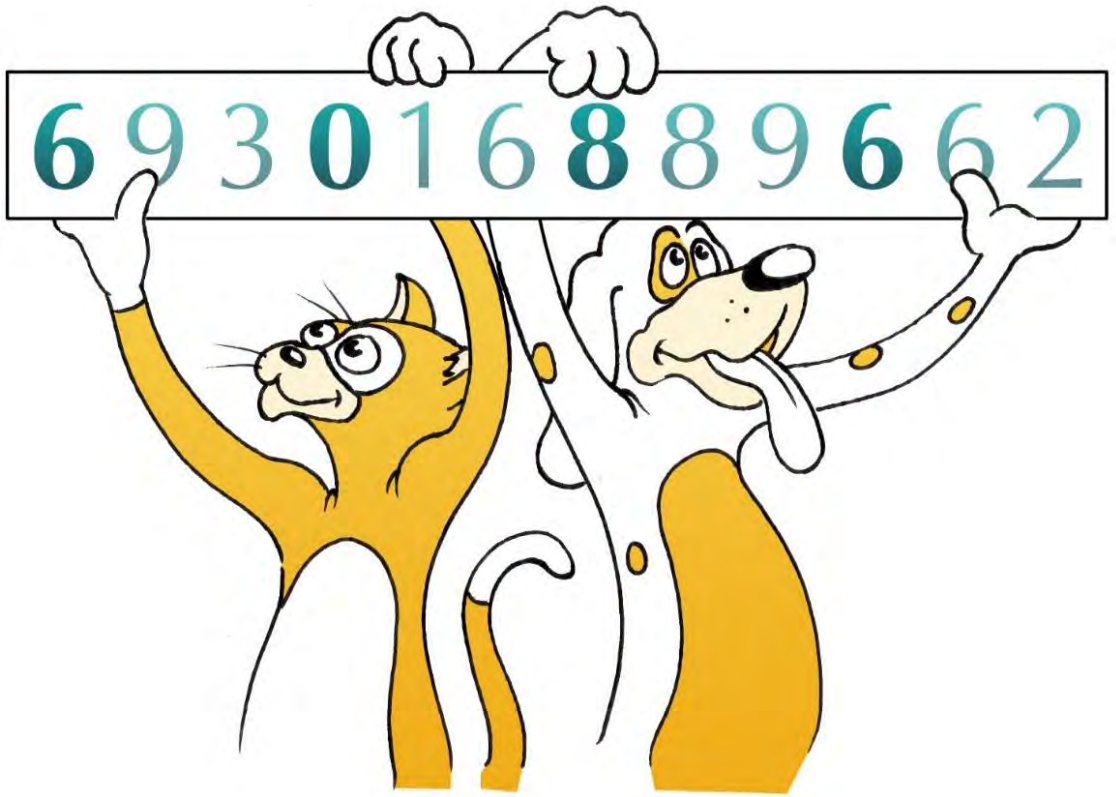
# How to transfer unclustered numbers

## The Advantage of Threes

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175669018

570333826

934054889

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# Time for you to have a go!

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# A Typical Day at Work

Click on speaker icon when ready

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# Consistency

Consistency leads to accuracy because:

- It saves thinking time
- Practice makes perfect
- It leads to clearer communication

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Don’t just concentrate –

# SuperConcentrate

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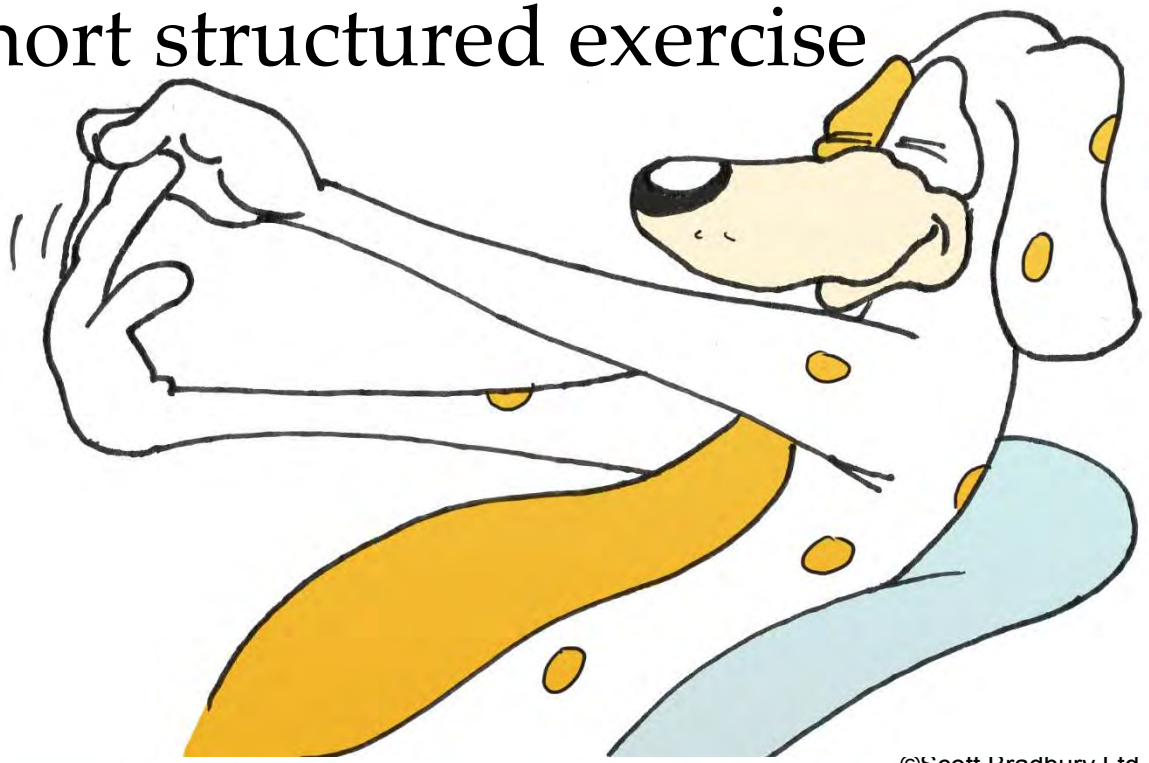
# Ergo Breaks!

When you feel your mind drifting….

<u>Reset your mind!</u>

With a short structured exercise



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# Developing Number Span

Exercise on page 3-12 follows

Click to begin

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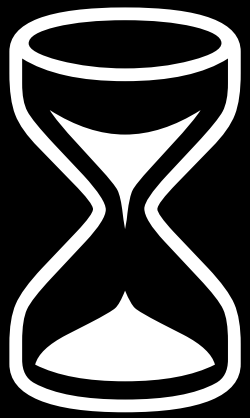
# Developing Number Span

# 9 Digits



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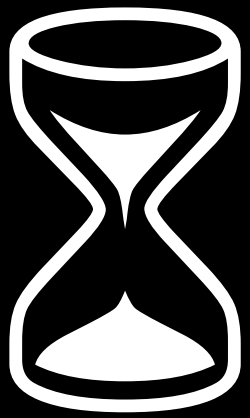
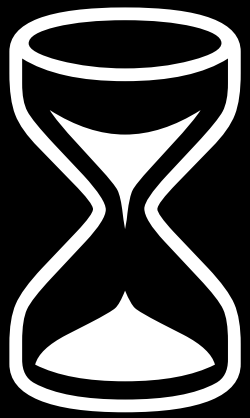


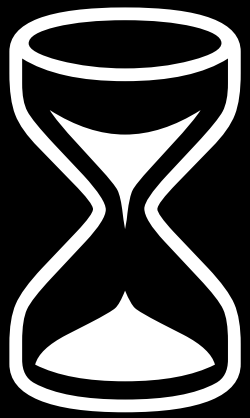
# 908624659



# 14959043 3

# End

# 10 Digits



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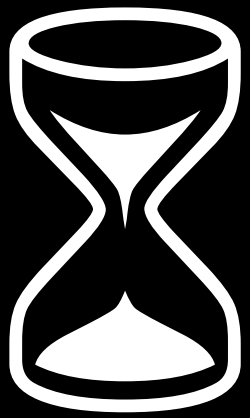

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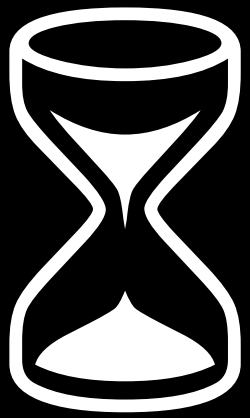

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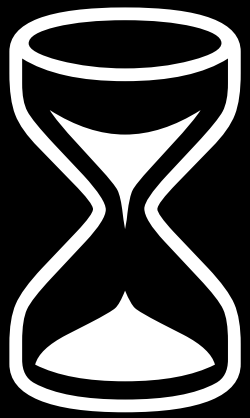
# End

# 11 Digits



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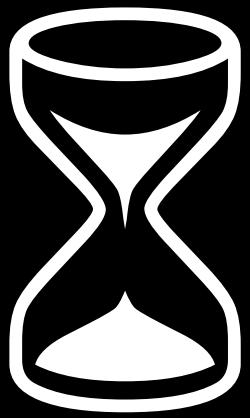

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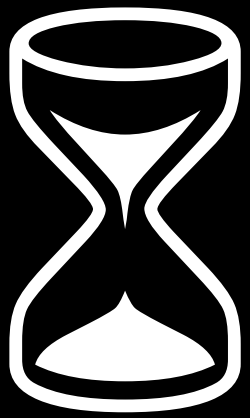

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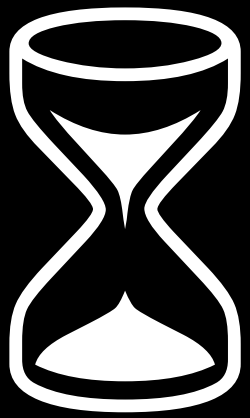
# End

# 11 Digits



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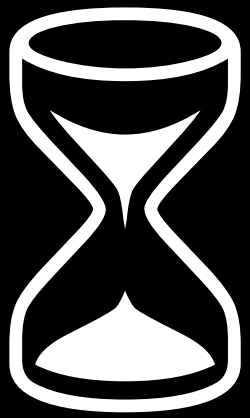

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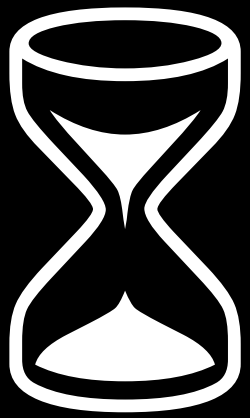

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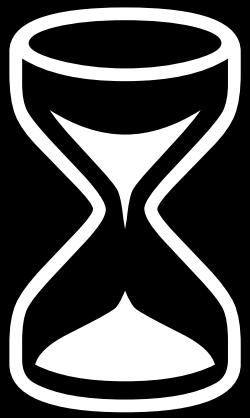
# End

# 12 Digits



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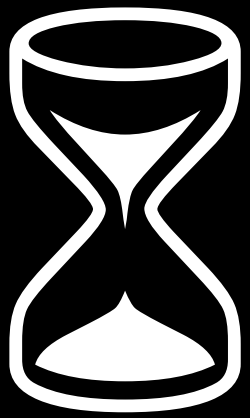

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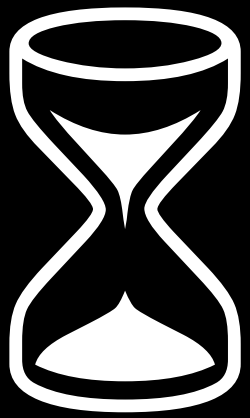

46375426358 9

# End

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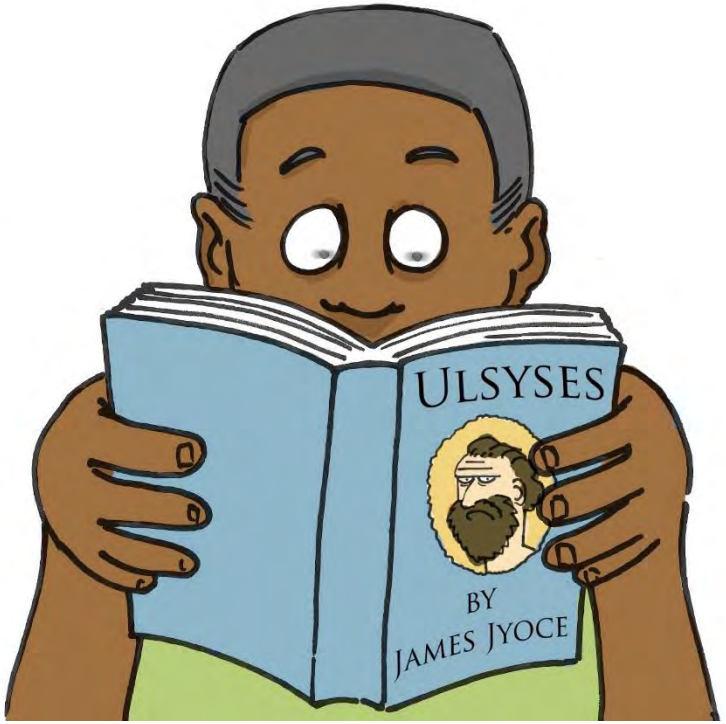
# Reading Technique

We read for **Meaning** not for **Accuracy**

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# The Brain makes sense out of nonsense!

Our brains aer inrcedbily pwoerful. Wehn we raed, we see the maening much fsater than teh time it taeks us to look at induvidial words. Althoguh this is vrey uesful when we are raeding, it is a prolbem when we are cehkcing documetns, naems, addrseses and e-mials.

Why? Becuase teh brain sees waht shuold be theer rather than waht is there. In other wrods, yuor brain makes snese out of nonsnese! You will unduobtdely fnid youreslf missnig erorrs even thuogh you konw they are there.

We hvae to find ways of gettnig our brains to look critcially at each wrod in a documnet to maek sure that it is spelt corretcly and is the right wrod in the right plaec. We haev to say to oursleves, “There is a mistake here and I am going to find it!”

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# Checking

- Mind-set
- Taking responsibility
- Using your ‘mental ears’

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# Right first time, every time

- Internal accuracy culture
- Why does it matter?
- Applying to everyday work
- Personal error pattern

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# Fun Test to Take Away

It's our policy to be accurate!

Fun insurance themed test, with answers (no cheating!)

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# Your thoughts?

- Questions?
- Useful to your team?

Laura Hopewell

laura.hopewell@scottbradbury.co.uk

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# Thank you!

Thank you ☺

Developing an Eye for Accuracy

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