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Mystery Solved!

KEYSTROKE ANALYSIS SOFTWARE REVOLUTIONIZES RELIABILITY IN INVENTORY AUDITS



Our powerful Keystroke Analysis Program is able to identify patterns of auditing behavior, intelligently filter the data through risk models, and present the auditor *in real-time* the opportunity to address keystroke errors.

The program raises the accountability of each party involved in the audit process, and results in an accurate audit.

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REST ASSURED:

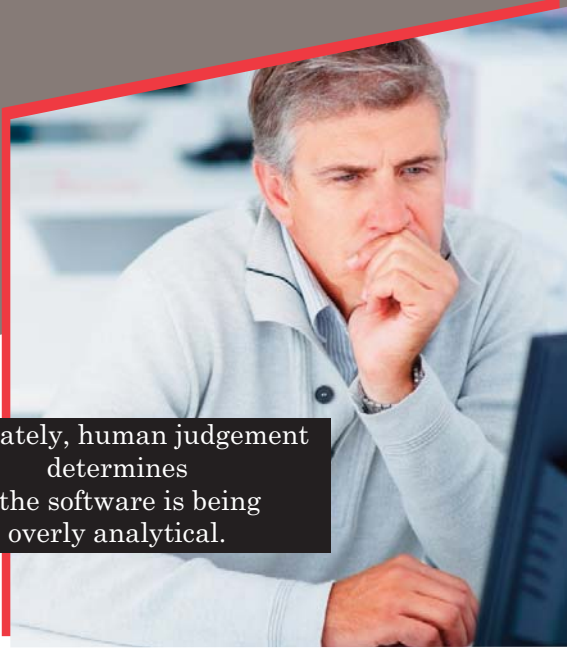
Our Keystroke Analysis software is a break through in audit reliability. Just as legendary sleuth Sherlock Holmes hunted for clues to solve a mystery, Quantum Services' Keystroke Analysis Program (QS-KAP) searches for patterns within inventory audits to identify errors and thus boost confidence in the audit results. When store managers have confidence in the audit, they are more likely to take positive actions to improve store operations and procedures.

There were certainly many mysteries in the old days of audits. Few people had the patience or time to manually scour hundreds of pages of numbers to look for data entry errors. Fortunately, Quantum's Keystroke Analysis Program has the ability to assess each keystroke.

KAP would have caught this miss-key before the entry made it into the program and would have alerted the auditor to the miss-key.

Location	Description	Price	Qty	Multiplier	Total \$	Type
Gondola 2	Candy	12.99	36	1	467.64	

“Occasionally, we find an auditor has tried a new technique (one which we had not thought of before) that has merit and does not jeopardize accuracy or integrity. When this happens, we will research the possibility of building it into our process.”



Ultimately, human judgement determines if the software is being overly analytical.

NO MISTAKES:

Quantum Services developed the Keystroke Analysis Program to support a “reliability first” policy for counting physical inventory. The system looks for specific incorrect entries as well as patterns of counting techniques and behaviors. The keystroke detail that is captured tracks every calculation made, the sequence of the count, and time taken to count each section. The detail is then run through an algorithm that identifies exceptions that are outside the norm. KAP can transmit and archive the audit data.

“Of course, it’s not possible to make the software accountable for every aspect of analysis, nor would we want it to be,” says Mark Fertig, Quantum’s vice president of IT services. “We have highly experienced people who oversee the QS-KAP program. They use their judgment to determine if the software is being overly analytical. If so, what we see is there are too many ‘flags’ that upon further analysis are revealed not be to a problem.” QS-KAP is an ongoing monitor of auditor and data entry integrity and helps the company guarantee accuracy to its clients.

WIN/WIN FINDINGS:

The psychology behind Keystroke Analysis is interesting because there are two key benefits.

The first, of course, is it provides one more way to check the auditor’s accuracy and integrity by confirming the auditor is counting and not guesstimating. And, because the program identifies errors it helps assure Quantum and its clients that the auditors are using consistent processes throughout the store.

The second benefit is Keystroke Analysis provides the foundation data that can be used in an interview between a senior manager and the auditor when the KAP reveals something unusual or confusing.

- Most often, KAP identifies when an auditor has strayed from a standard operating procedure — and then provides a learning opportunity for the auditor as to the reasons why the existing procedure is so important as it is.
- Occasionally, we find an auditor has tried a new technique (one which we had not thought of before) that has merit and does not jeopardize accuracy or integrity. When this happens, we will research the possibility of building it into our process.

KAP reveals many things:

KAP placed this data right on the printed report to give the Store Manager the opportunity to verify if there is over \$28,000 in Ephedrine.

Location	Description	Price	Qty	Multiplier	Total \$	Type
Storage	Ephedrine	29.99	12	48	17,274.24	Full unopened boxes
Storage	Ephedrine	19.99	12	48	11,514.24	Full unopened boxes

These entries would be flagged as an ineffective counting style and would be addressed through training.

Location	Description	Price	Qty	Multiplier	Total \$	Type
Display 1	Lays	0.99	1	1	0.99	Single Sell Count
Display 1	Lays	0.99	1	1	0.99	Single Sell Count
Display 1	Lays	0.99	1	1	0.99	Single Sell Count

These entries would be flagged as an ineffective counting style and would be addressed through training.

Location	Description	Price	Qty	Multiplier	Total \$	Type
Display	Crystals	110.00	1	1	110.00	Single Sell
Storage	Candy	144.00	1	1	144.00	Sealed Display
Checkout	Snuff	5.00	46	1	230.00	Other

These items were flagged for review for various reasons.

Location	Description	Price	Qty	Multiplier	Total \$	Type
Checkout	Br Merch	1.89	576	1	1088.64	Full unopened boxes
Cooler Door	Soda	1.49	276	1	411.24	Single Sell
Cooler Door	Beer	786.27	1	1	786.27	Other

In addition to the expert analysts who review the data, our Division Managers review the data weekly.



Quantum Information Communicator (QIC)

“Quantum Services’ Keystroke Analysis Program is a break through in the accuracy and integrity of an audit, and assures that the process remains—as Sherlock Holmes would say—elementary.”

STYLE COUNTS:

Our Keystroke Analysis Program is excellent training for a new auditor. There are many subtleties in data entry style that can influence an audit’s accuracy.

For example:

- If the person conducting a convenience store inventory audit enters a dozen items priced \$2 each by hitting the enter key 12 times, it’s different from entering “12 items @ \$2.” There’s a much larger possibility of error when hitting the “enter” key a dozen times.
- Block counting reduces even further the possibility of keystroke errors (\$.99 x 6 x 3 for unopened boxes of gum).

Both these opportunities for learning a better counting style is clearly shown in the KAP output.

- It is also easy to see under what circumstances keystroke errors are made and to identify inappropriate keystroke entries.

As Quantum reviews the data, the employee is taught the most efficient data entry methods.

VISIBILITY & CONFIDENCE:

One of the most important aspects of KAP is that it makes the counting function more transparent. This gives the auditors, Store Managers, supervisors, and Quantum analysts better visibility into the audit.

Visibility increases confidence. Confidence in the audit results increases store manager action.

Action is what you want.

Quantum Services
BETTER PEOPLE **STRONGER SYSTEMS**

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