Spotlight Quality and Error Determination Process

The quality assessment for each Spotlight newsletter edition is a structured, multi-step process aiming to achieve continuous improvement. Below is an overview of how quality and errors are determined and recorded:

Previous Steps

1. The Content Manager, Editorial Reviewer, and Proofreader collaborate to prepare the final draft of the Spotlight newsletter.
2. This draft is then submitted to a Final Approver or Executive Editor (typically a VP) for sign-off. Ideally, the review process is completed in a single iteration with minimal or no edits. However, additional review cycles may be required if further changes are needed.

After the Final Approver reviews the draft, two versions of the document are available:
- The original draft submitted for approval.
- The final, VP-approved version with any edits or remarks incorporated.

To objectively assess quality and identify errors, both versions are compared.

Document Comparison and Scoring

1. The Content Manager provides both the draft and the final version to an AI assistant (NetSuite Chat Bot).
2. Using a predefined prompt, the AI assistant compares the two documents entry by entry, identifying all corrections and changes made by the Final Approver.
3. Each correction is categorized (e.g., Correctness, Content, Formatting, Style) and scored according to the established criteria:
   - Correctness errors (e.g., grammar, punctuation, usage) are typically scored at 2 points per error.
   - Content, Formatting, and Style errors are scored at 1 point per error.

See *Spotlight Content Quality Assessment for more details on the above criteria.*

For each correction, the following details are recorded:
  - Entry title or heading
  - Short excerpt of the text for context
  - Error category (e.g., Content: Clarity, Correctness: Grammar)

Spotlight Quality Assesment

Entry: Self-Assessments Due June 6

Correction 1:

- **Excerpt:**
  Original: "Employees hired on or before March 1, 2025 will participate in this evaluation process."
  Reviewed: "Employees hired on or before March 1, 2025, will participate in this evaluation process."
- **Category:** Correctness: Punctuation (missing comma after date)

Correction 2:

- **Excerpt:**
  Original:
  • June 6 to June 30: Managers deliver performance evaluations.
  • July 1 to July 31: All employees align with their manager on FY26 goals and document them in HCM.
  Reviewed:
  • June 6 to June 30: Managers deliver performance evaluations
  • July 1 to July 31: All employees align with their manager on FY26 goals and document them in HCM
- **Category:** Formatting: Punctuation (periods removed at end of bullets; reviewer added periods to other bullets for consistency, but here removed them—potential inconsistency)

Sample of AI assistant report

Recording and Reporting

- The AI assistant delivers a detailed comparison report and summary tables formatted for easy transfer to Excel.
- The Content Manager reviews and registers the results, ensuring all errors and changes are documented for future reference and process improvement.
- If any reviewer remarks indicate that a change was an editorial decision (not an error), this is taken into account when finalizing the scores.

Summary Table

Category	Error Count	Points Deducted	Final Score (out of 100)
Correctness	1	2	98
Content	4	4	96
Formatting	2	2	98
Style	1	1	99

Sample of AI assistant summary

	Spotlight edition	FY	Entries	Review iterations	Entries Range	Correctnes score	Content Score	Formatting Score	Style Score	Publishing Score	WD+
	June 17, 2024	25	8	1	3	72	92	94	100	100	1
	Juy 15, 2024	25	4	2	2	100	80	100	100	70	4
Q1	August 19, 2024	25	2	1	1	98	100	100	100	100	3
	Sept 23, 2024	25	3	1	1	100	94	100	100	100	3
	Oct 14, 2024	25	4	1	2	96	94	100	100	100	2
Q2	Oct 28, 2024	25	4	1	2	94	100	100	96	100	2
	Dic 23, 2024	25	4	1	2	96	98	100	98	100	2
	Jan 13, 2025	25	3	1	1	94	84	96	96	100	1
Q3	Feb 17, 2025	25	4	1	2	100	88	96	100	100	2
						94.44	92.22	98.44	98.89	96.67	2.22
	March, 2025	25	4.25	1	2	91	95	95.5	98.5	100	2
	April, 2025	25	3.5	1	1.2	95.5	90	98.5	96	100	2.5
Q4	May, 2025	25	3.5	1.5	1.5	97.5	92.75	96	97.25	99.75	3.8

Sample of records in Excel