

# Assessment Center for the role of Meta CO QA Trilingüe

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# Outline

## 1 Part 1 - Knowledge test

## 2 Part 2 - Case study

- DMAIC
  - Define
  - Measure
  - Analyse
  - Improve
  - Control

# Knowledge test

## Job content

"Sin checar buro  
Pide info o manda inbox"

**QSA decision:** Reject, keeping it *"ignore"*;

**Reason:** We do not see an explicit offer for a loan scam with only those two sentences;

**Root cause:** The agents might have overenforced the policy assuming it to be a loan scam, since there are indeed elements that would make it violate the policy were there an explicit offer of loan.

**Part of the policy:** Loan scams are offers of loan money or financing goods, where the promised credit is not given. Primary indicators are guaranteed approval and no need to check financial records.

# Case study – The strategy

## DMAIC

- **D**efine the problem: Client is asking why RRA metric is not reaching the set goal
- **M**easure: observe and quantify said metric over a Pareto Chart
- **A**nalyse: apply statistical methods and tools to identify the main elements affecting the performance
- **I**mprove: perform a root cause analysis to narrow down the main issues and how to solve them
- **C**ontrol: set up a plan to Monitor and Respond to future fluctuations of the target metric in order to maintain the desired level

# Defining the problem

For the last two months the account has been under the goal of 90% of correct RRA

Time series of RRA success percentage for the last two months

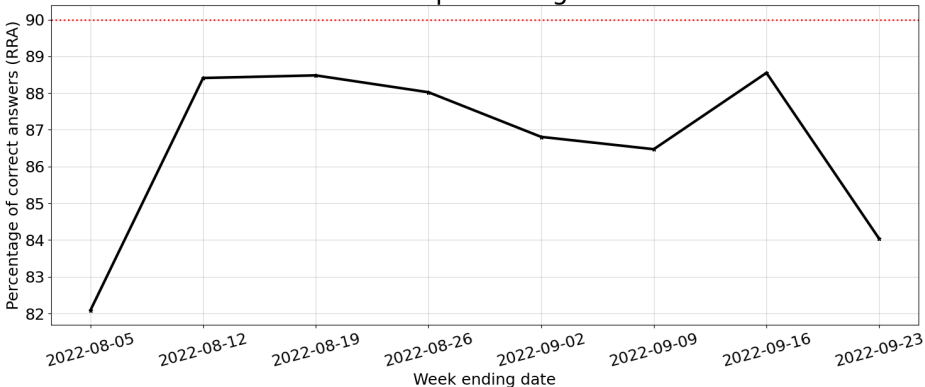


Figure: Time series of the RRA correctness percentage over the last two months

# Measuring the problem

The Pareto chart shows us on which policies we should concentrate our efforts in order to solve most of our problems

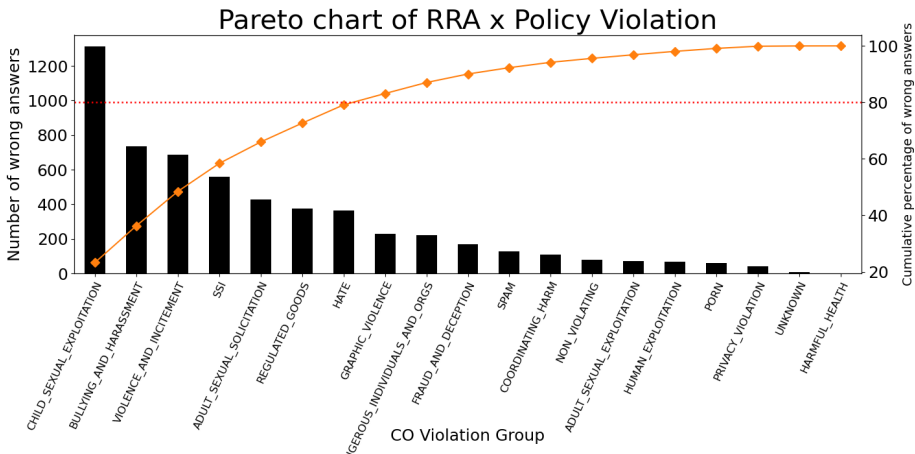


Figure: Pareto chart of policies x RRA mistakes

# Analysis of the most affected populations

Work Type	RRA	Quartile
IDReview	1.00	Q1
PrivateImpersonation	1.00	Q1
Undefined	0.943	Q2
InstagramProfile	0.905	Q3
ContentModeration	0.850	Q4
Messenger	0.849	Q4

Market	RRA	Quartile
PORTUGUESE	0.891566	Q4
VECAM	0.888573	Q4
MEXICAN	0.874623	Q4
SPANISH_SOUTH_CONE	0.842933	Q4
SPANISH_ESLA	0.837776	Q4

Table: Quartiles by Line of Business (above) and Market (below).

# Identifying the root causes

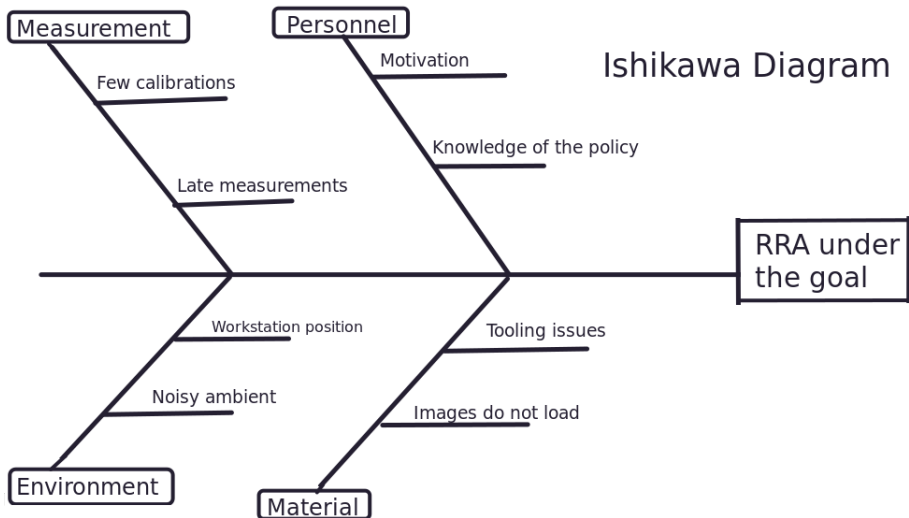


Figure: The Ishikawa diagram for this particular problem.



# Improvement: possible solutions

Based on the Ishikawa diagram, we came up with some ideas for improvement:

- Increase the frequency of coaching sessions between the QA team and the agents team
- Propose a re-training in the most affected policies
- Change workstation positions to ensure that agents with better metrics help those with the lowest ones
- Adjusting QA's schedule to make sure there will always be one QA ready to provide support for agents regardless of shift hours
- Create a tracker to monitor tooling issues for jobs that fail to load and might be affecting the metrics

# Setting up control mechanisms

Once we fix the problem and reach the goal for RRA we ought to maintain it at a safe level

## Checking policies

Now that we know which policies can affect the account the most, we watch them closely on a monthly basis and check for any fluctuations

## Monitor & Respond

Setting up a metric, such as RRA trend, can provide us information from month to month regarding the overall variation in RRA

**Monitoring such index, we can detect the slightest downward movement and quickly respond by applying the proposed solutions**

Thank you very much for  
your time!