

Mistake Proofing Guidance

Process

Use the steps below to guide your mistake proofing efforts.

1. Notice mistakes.
2. Observe to learn why the mistake is happening.
3. Ask yourself:
 - How can I make it harder to make this mistake?
 - How can I make it impossible?
4. Watch to see if the mistake happens less often.
5. If the mistake is not eliminated, try again!

Points to Ponder

Use the questions below to prompt your mistake proofing efforts.

- ☐ What mistakes are occurring around you? What is your responsibility?
- ☐ Have you gone to see the mistake occurring and/or gathered as much firsthand information as possible?
- ☐ Have you investigated enough to discover the cause or causes of the mistake?
- ☐ Are you making sure people aren't getting blamed for process issues? Are you rewarding courage and openness in discussing the real situation?
- ☐ Does your improvement make it easy to do the right thing and hard or, better yet, impossible to do the wrong thing?
- ☐ Have you followed up to see if mistakes are reduced or eliminated after implementing your improvement?
- ☐ If the mistake is not eliminated, are you continuing to pursue other causes or ideas for mistake proofing?