ERROR PROOFING (Poka Yoke)

1 day workshop

1.   Error Proofing

Error proofing is the process of anticipating, preventing, & detecting errors which adversely affect customers & result in waste. True error proofing methods are located close to the potential site of error, act as 100% prevention mechanisms, and are cheap by comparison with the cost of making the error. Where 100% prevention is not possible, or overly expensive, the error proofing mechanisms serve to detect the error or mitigate/control its effect, such that the customer is not impacted.

2.   Learning Objective

At the end of this workshop candidates will:
- understand the definition of error proofing;
- be enabled to root cause the reasons for recurring errors in processes, both mechanical and paper-based, and
- be enabled to design and implement error proofing mechanisms for common causes of process failure.

The workshop is case study based and, to enhance student learning, actual organisation process problems will be used in the workshop.

3.   Agenda

Time	Content	Format

08:30	• Introduction to error proofing
	  o Human behaviour and opportunities for error
	  o Measuring errors: defects, defectives & RTY
	• Interactive team exercise
	• Process design problems & common process errors
	• Root cause analysis
	  o Spaghetti mapping
	  o 5Whys
	  o Fishbone
	• Error proofing methods
	  o Customer requirements
	  o Paper based processes/good form design
		PowerPoint & video
		Video
		
		Exercise
		PowerPoint
		PowerPoint
		Exercise
		
		Group exercise

12:30	• Lunch	

13:15	• Error proofing methods (Cont'd)
	  o Paper based processes/good form design
	  o Machine based processes
	• Online systems (introduction only)
		Group exercise
		
		Video

16.30	• Review, next steps & close	

4.   Who should attend?

Managers, supervisors, team leads, engineers, lab analysts, technicians, customer service personnel, sales personnel, and general administrators and production operatives, in short anyone managing or using processes that are prone to error.

5.   Contact

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