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**Course ID: S17**

## **ERROR PROOFING (Poka Yoke) ONLINE COURSE**

**2 x 4-hour live webinars with practical exercises**

### **1. What is this course about?**

We are human, therefore we make mistakes or errors. This is a simple universal truth. 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.

During this 3-module online live course, participants will learn why we make errors, common error types, error detection mechanisms and a variety of interventions that will enable us to prevent the error occurring.

This course will enable all participating problem-solvers to approach problems with confidence, and to use a standardised systematic process to resolve those problems or lessen their impact on the organisation. The objective is to enable the participants to find an error, correct an error, and prevent an error from recurring.

### **2. What will you achieve?**

At the end of this workshop participants 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
- understand the importance of error detection mechanisms;
- be enabled to design and implement error proofing mechanisms for common causes of process failure.

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

### **3. How will you be supported?**

During this course, you will

- a) be able to listen to and interact with the online course tutor and other participants;
- b) be able to ask questions and complete online quizzes to self-assess your understanding of the topic;
- c) be able to download all online lean course recorded webinars for your own future use, and
- d) be able to download soft copy presentation files, with data sets and case studies, for your own future use.

#### 4. Agenda

Webinar	Content	Format
<b>S17 E01</b> <b>4 hours</b>	<p>Introductions</p> <ul style="list-style-type: none"><li>• Introduction to error proofing<ul style="list-style-type: none"><li>○ Human nature &amp; opportunities for error: human, system and environmental factors</li><li>○ Data collection good practice</li><li>○ Measuring errors: defects, defectives &amp; RTY</li></ul></li><li>• Process design problems &amp; common process errors</li><li>• Assignment</li></ul>	PowerPoint Video Q&A Error proofing assignment 1
<b>S17 E02</b> <b>4 hours</b>	<ul style="list-style-type: none"><li>• Root cause analysis<ul style="list-style-type: none"><li>○ Spaghetti mapping, 5Whys &amp; Fishbone</li></ul></li><li>• Error proofing methods<ul style="list-style-type: none"><li>○ Paper based processes/good form design</li><li>○ Machine based processes</li><li>○ Online systems (introduction)</li><li>○ Standard work</li></ul></li><li>• Introduction to Failure Modes and Effects Analysis</li><li>• Review &amp; close</li></ul>	Assignment review PowerPoint & case study Q&A Error proofing assignment 2

#### 5. Who is this course for?

The course is suitable for 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.

#### 6. Tailor your course

If you would like to customise a course e.g. use process data and a problem case study relevant to your organisation, this can be easily arranged. Also, the course can be hosted on any other suitable platform of your choice. Please contact us to discuss your needs.

#### 7. Where can I find out more?

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