

Congratulations

IN THIS SECTION, YOU LEARNED

STEP 1: IDENTIFY SERVICE ERRORS & RISK POINTS

STEP 2: APPLY APPROPRIATE MISTAKE-PROOFING TECHNIQUES

STEP 3: INTEGRATE MISTAKE-PROOFING INTO EXISTING WORKFLOWS

STEP 4: TRAIN EMPLOYEES TO USE MISTAKE-PROOFING SOLUTIONS

STEP 5: MONITOR & REFINE MISTAKE-PROOFING OVER TIME