

Difference Between Service And Manufacturing Mistake-Proofing



KEY LEARNINGS: DIFFERENCE BETWEEN SERVICE AND MANUFACTURING MISTAKE-PROOFING

Introduction: The Shift from Products to Experiences

- Mistake-proofing is well-established in manufacturing.
- But service industries present unique challenges—because they involve people, not just machines.
- In services, the “product” is often an experience, and errors stem from human behavior, not mechanical failure.

1. Machines vs. People

- Machines perform tasks consistently, without distraction or fatigue.
 - Example: A machine tightens four bolts perfectly every time.
- People, on the other hand:
 - Get tired, distracted, or overwhelmed.
 - Make mistakes under pressure or due to miscommunication.
 - Example: A fast-food cashier mishears an order in a noisy environment.
- Key Point: Machines don't lose focus—people do.

2. Timing of Mistakes: Before vs. During the Experience

- Manufacturing: Mistakes are often caught before reaching the customer (e.g., quality checks at the factory).
- Service: Mistakes occur live, in real time, with no chance to intercept before the customer is affected.
 - Example: A receptionist hears "Tuesday" instead of "Thursday"—only discovered when the customer shows up.

3. Standardization vs. Flexibility

- Manufacturing thrives on standardization:
 - Every unit follows the same process; any deviation is a defect.
- Services require flexibility:
 - Every customer interaction is different.
 - Employees must make judgment calls based on dynamic situations.
 - Example: Hotel guests have varied needs—no one-size-fits-all script works.

Difference Between Service And Manufacturing Mistake-Proofing



KEY LEARNINGS: DIFFERENCE BETWEEN SERVICE AND MANUFACTURING MISTAKE-PROOFING

4. Mistake-Proofing in Service: Supporting Good Decisions

- In services, mistake-proofing isn't about eliminating all variation, but about guiding human behavior.
- Systems and tools are used to prevent common errors:
 - Example: Digital access codes in coworking spaces expire automatically, preventing accidental unauthorized entry.

5. Why This Matters

- In services, mistakes often affect people's time, trust, and overall experience—not just products.
 - Examples:
 - Wrong name on a flight ticket.
 - Guest assigned the wrong hotel room.
 - Duplicate charge for a meal.
- Small service mistakes can snowball into serious reputational damage.
- Mistake-proofing in service is essential for trust and customer retention.

Key Takeaway

- Manufacturing uses mistake-proofing to prevent errors before the product ships.
- Service industries use it to support human decision-making and minimize live errors.
- The goal is not perfection—but creating systems that make the right actions easier and mistakes harder to make.

ADVANCED INNOVATION GROUP PRO EXCELLENCE