

Step 4: Train Employees To Use Mistake-Proofing Solutions



KEY LEARNINGS: STEP 4: TRAIN EMPLOYEES TO USE MISTAKE-PROOFING SOLUTIONS

Why Training Matters

- Mistake-proofing only works when it's understood, trusted, and adopted by employees.
- Systems fail not because they're weak—but because people don't believe in or follow them.
- Training should empower employees to become active contributors—not just rule-followers.

✓ How to Train Employees Effectively

1. Make Training Hands-On

- People retain more when they practice, not just observe.
- Example: A waste management company trained drivers by letting them use tracking apps in real-time on actual routes—building trust and practical know-how.

2. Explain the 'Why' Behind the System

- Employees need to understand the impact of their actions.
- Example: A travel agency shared real customer stories to show the importance of verifying documents—turning a rule into a purpose.

3. Turn Employees into Mistake-Proofing Specialists

- Frontline workers often spot weak points first.
- Encourage them to contribute ideas for improvement.
- Example: A transportation hub rewarded warehouse staff for proposing solutions that reduced shipping damage—creating a proactive and evolving system.

4. Make Mistake-Proofing Rewarding

- Recognition boosts engagement and accountability.
- Example: A logistics firm offered incentives for catching shipping errors early—resulting in fewer mistakes and more motivated employees.

Final Takeaway

- Training isn't just how to use the system—it's about creating ownership and belief in the process.
- When employees are hands-on, purpose-driven, empowered, and rewarded, mistake-proofing becomes part of the culture—not just the checklist.