

# Step 5: Monitor & Refine Mistake-Proofing Over Time



## KEY LEARNINGS: STEP 5: MONITOR & REFINE MISTAKE-PROOFING OVER TIME

### 🚩 Why Mistake-Proofing Fades Over Time

- Initial success fades when employees grow complacent or systems go unchecked.
- People bypass systems due to glitches, assumptions, or the desire to save time.
- Safeguards become routine, leading to skipped steps or reliance on automation.
- Result: The same errors that were once eliminated start creeping back in.

### ✅ How to Keep Mistake-Proofing Effective

#### 1. Track Performance Continuously

- Monitor data to detect recurring or rising error rates.
- Example: A retail company noticed stockouts rising again due to improper use of their scanning system.

#### 2. Conduct Regular Audits

- Check whether systems and safeguards are still being used correctly.
- Example: A consulting firm found automated forms weren't being sent due to a software bug—not employee negligence.

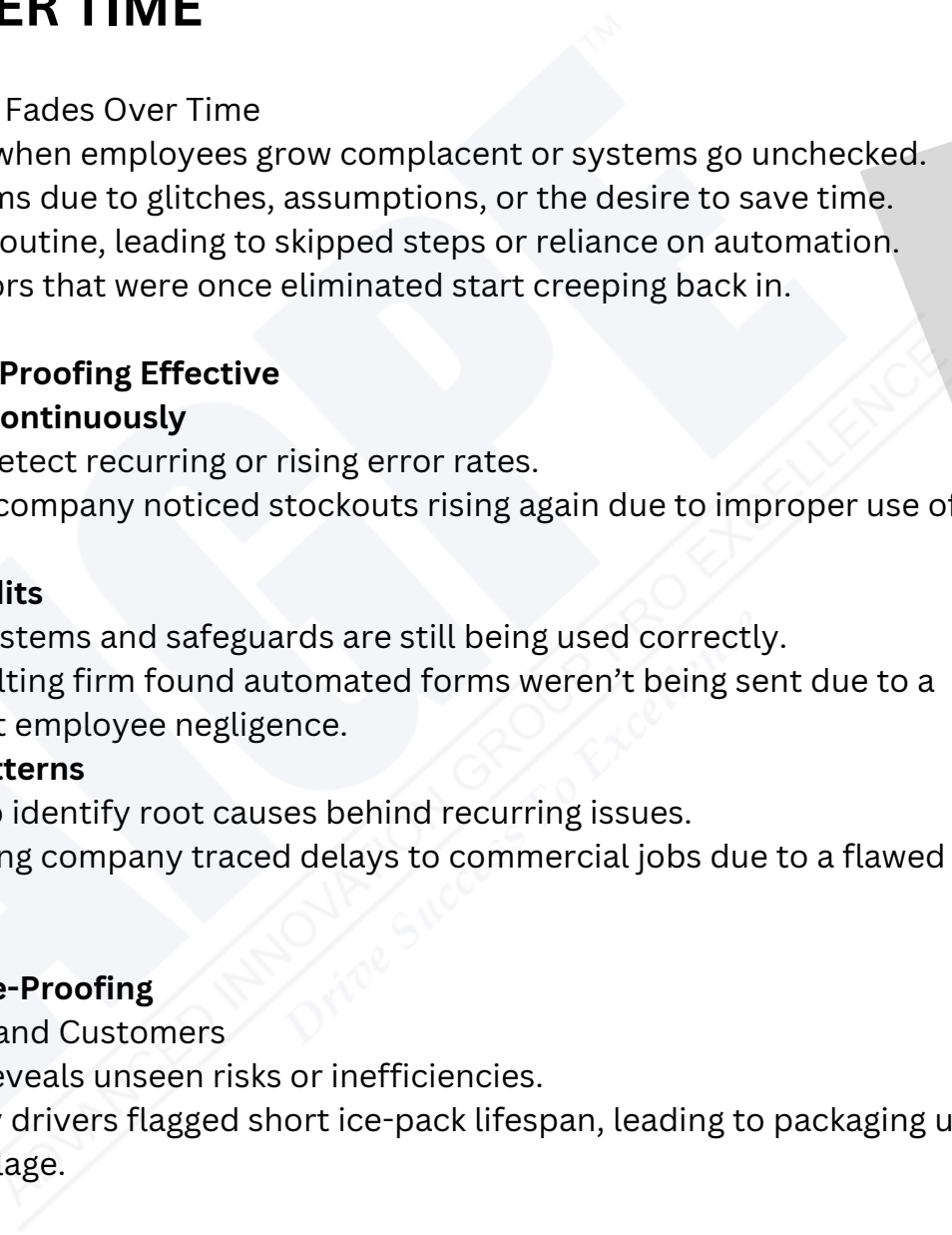
#### 3. Spot and Analyze Patterns

- Look for trends to identify root causes behind recurring issues.
- Example: A cleaning company traced delays to commercial jobs due to a flawed scheduling tool.

### 🔄 How to Refine Mistake-Proofing

#### 1. Listen to Employees and Customers

- Feedback often reveals unseen risks or inefficiencies.
- Example: Delivery drivers flagged short ice-pack lifespan, leading to packaging updates and reduced spoilage.



# Step 5: Monitor & Refine Mistake-Proofing Over Time



## KEY LEARNINGS: STEP 5: MONITOR & REFINE MISTAKE-PROOFING OVER TIME

### 2. Embrace Continuous Improvement (PDCA Cycle)

- Plan: Analyze problems or new needs.
- Do: Test potential solutions.
- Check: Monitor impact.
- Act: Adjust and implement the refined system.
- Example: A real estate firm improved digital contract approvals through ongoing process refinement.

### The Danger of Decay

- Mistake-proofing doesn't fail all at once—it erodes.
- A skipped scan, ignored alert, or minor workaround slowly becomes standard practice.
- The system once built to prevent mistakes becomes a source of them.

### Final Takeaway

- Mistake-proofing is not a "set-it-and-forget-it" solution.
- It requires vigilance, feedback, audits, and evolution.
- Never assume the system is foolproof—the moment you do, the cracks begin to form.

ADVANCED INNOVATION GROUP PRO EXCELLENCE™  
Drive Success To Excellence