

A group of business professionals in a modern office setting, gathered around a large wooden conference table. They are reviewing various documents, charts, and a laptop displaying data. The scene is dimly lit with a blue tint, suggesting a professional and focused atmosphere. The text is overlaid on the left side of the image.

SECTION INTRODUCTION

UNDERSTANDING ERRORS IN SERVICE PROCESSES

COURSE NAVIGATOR

COURSE INTRODUCTION	INTRODUCTION TO MISTAKE PROOFING IN THE SERVICE INDUSTRY	UNDERSTANDING ERRORS IN SERVICE PROCESSES	FIVE LEVELS OF MISTAKE PROOFING FOR SERVICE PROCESSES	MISTAKE PROOFING STRATEGIES FOR SERVICE INDUSTRIES
PROLOGUE	SECTION INTRODUCTION	SECTION INTRODUCTION	SECTION INTRODUCTION	SECTION INTRODUCTION
COURSE INTRODUCTION	WHAT IS MISTAKE PROOFING (POKA-YOKE)?	HUMAN ERRORS IN SERVICE INDUSTRIES	INTRODUCTION – THE FIVE LEVELS OF MISTAKE-PROOFING IN SERVICE	PREVENTION-BASED MISTAKE-PROOFING (REMOVING ERROR POSSIBILITIES)
	KEY PRINCIPLES OF POKA-YOKE	SYSTEMIC ERRORS IN SERVICE INDUSTRIES	LEVEL 1: ELIMINATION – PREVENTING ERRORS FROM OCCURRING	DETECTION-BASED MISTAKE-PROOFING (CATCHING ERRORS BEFORE THEY CAUSE DAMAGE)
	HISTORY AND ORIGIN OF MISTAKE PROOFING	WHAT ARE THE PSYCHOLOGICAL REASONS BEHIND SERVICE MISTAKES?	LEVEL 2: REPLACEMENT – SUBSTITUTING ERROR-PRONE STEPS WITH AUTOMATED SOLUTIONS	CASE STUDY: HOW HILTON PREVENTED ENERGY WASTE BY DESIGNING ROOMS THAT THINK FOR THEMSELVES
	DIFFERENCE BETWEEN SERVICE AND MANUFACTURING MISTAKE-PROOFING	CASE STUDY: HOW MARRIOTT PROTECTED GUEST TRUST BY ELIMINATING INVISIBLE MISTAKES	LEVEL 3: FACILITATION – MAKING THE CORRECT ACTION THE EASIEST OPTION	SECTION ARTICLE
	WHY SERVICE ERRORS OCCUR?	SECTION ARTICLE	LEVEL 4: DETECTION – IDENTIFYING AND STOPPING ERRORS IN TIME	SECTION QUIZ
	CASE STUDY: HOW DELTA AIRLINES ELIMINATED EVERYDAY ERRORS WITH DIGITAL BOARDING	SECTION QUIZ	LEVEL 5: MITIGATION – REDUCING THE IMPACT OF UNAVOIDABLE ERRORS	SECTION CONCLUSION
	SECTION ARTICLE	SECTION CONCLUSION	CASE STUDY: HOW ICICI BANK DESIGNED OUT ATM ERRORS WITH A FINGERPRINT	
	SECTION QUIZ		SECTION ARTICLE	
	SECTION CONCLUSION		SECTION QUIZ	
			SECTION CONCLUSION	
STEP-BY-STEP PROCESS OF IMPLEMENTING & MEASURING MISTAKE PROOFING SUCCESS	REAL-WORLD EXECUTION OF POKA-YOKE IN SERVICES	USING AI TO DRIVE MISTAKE PROOFING IN REAL-WORLD SERVICE PROJECTS	CONCLUSION	
SECTION INTRODUCTION	SECTION INTRODUCTION	SECTION INTRODUCTION	COURSE CONCLUSION	
STEP 1: IDENTIFY SERVICE ERRORS & RISK POINTS	BEST PRACTICES TO IMPLEMENT POKA-YOKE	RETHINKING MISTAKE-PROOFING – WHY AI IS YOUR NEW PROBLEM-SOLVING PARTNER		
STEP 2: APPLY APPROPRIATE MISTAKE-PROOFING TECHNIQUES	COMMON CHALLENGES AND PITFALLS IN DEPLOYING POKA-YOKE	HOW TO DESCRIBE YOUR BUSINESS PROBLEM TO AI AND GET TAILORED MISTAKE-PROOFING IDEAS		
STEP 3: INTEGRATE MISTAKE-PROOFING INTO EXISTING WORKFLOWS	CASE STUDY: HOW WALMART DESIGNED A CHECKOUT THAT THINKS FOR ITSELF	TURN AI RECOMMENDATIONS INTO REAL SYSTEMS – TEST, TRAIN, AND DEPLOY		
STEP 4: TRAIN EMPLOYEES TO USE MISTAKE-PROOFING SOLUTIONS	SECTION ARTICLE	CASE STUDY: HOW AMAZON BUILT A FULFILLMENT LINE THAT CHECKS ITSELF		
STEP 5: MONITOR & REFINE MISTAKE-PROOFING OVER TIME	SECTION QUIZ	SECTION ARTICLE		
CASE STUDY: HOW MCDONALD’S DESIGNED A KITCHEN THAT COULDN’T CROSS THE LINE	SECTION CONCLUSION	SECTION QUIZ		
SECTION ARTICLE		SECTION CONCLUSION		
SECTION QUIZ				
SECTION CONCLUSION				

SECTION

LECTURE

CASE STUDY

SECTION ARTICLE

SECTION QUIZ

IN THIS SECTION, YOU WILL LEARN

TYPES OF HUMAN ERRORS IN SERVICE INDUSTRIES

TYPES OF SYSTEMATIC ERRORS IN SERVICE INDUSTRIES

WHAT ARE THE PSYCHOLOGICAL REASONS BEHIND SERVICE MISTAKES?