Rethinking Mistake-Proofing – Why AI Is Your New Problem-Solving Partner

KEY LEARNINGS: RETHINKING MISTAKE-PROOFING – WHY AI IS YOUR NEW PROBLEM-SOLVING PARTNER

- ◆ **The Limitations of Traditional Mistake-Proofing**
- • **Traditional tools are reactive**
  - ○ Based on past problems and static rules
  - ○ Work well in controlled settings but struggle with unpredictability
  - ○ Fail when processes, policies, or systems change without warning
- • **Example:**
  - ○ A booking system update hides available slots unless manually expanded
  - ○ Result: Overlapping appointments return—not due to staff error, but silent system changes
- • **Key Issue:**
  - ○ Traditional systems lack adaptability and real-time awareness

- ◆ **The Role of AI: Your Adaptive Partner**
- • **AI adapts where rules break**
  - ○ Learns from evolving patterns, user behavior, and real-time data
  - ○ Identifies invisible bottlenecks, logic gaps, and new risks as they emerge
- • **AI brings three strengths:**
  - ○ Context – understands patterns across systems
  - ○ Creativity – generates new workflow ideas
  - ○ Continuous evolution – keeps learning and improving
- • **AI in action – Case example:**
  - ○ Boutique hotel had recurring guest request issues
  - ○ Manager asked ChatGPT for help
  - ○ AI proposed:
    - i. Sync requests with check-in dashboard
    - ii. Trigger alert if VIP tags are missed
    - iii. Use color-coded status bars for urgency
  - ○ Outcome: Guest complaints dropped to zero

KEY LEARNINGS: RETHINKING MISTAKE-PROOFING – WHY AI IS YOUR NEW PROBLEM-SOLVING PARTNER

◆ **Shift in Approach: From Fixing to Framing**
- **New mindset:**
  - Don't ask AI "fix this"
  - Ask, "How do I frame this clearly so AI can help?"
- **AI thrives on clarity—not technical expertise**
  - If you describe what's wrong, where it happens, and what's been tried, AI can generate useful, testable ideas

◆ **Humans + AI: A Powerful Partnership**
- **AI brings:**
  - Speed
  - Pattern recognition
  - Scalable analysis
- **Humans bring:**
  - Empathy
  - Urgency
  - Emotional intelligence
  - Real-world experience
- **Together, they:**
  - Catch errors faster
  - Build better systems
  - Adapt to service challenges in real time

◆ **The Uncomfortable Mirror: Be Ready to Face the Truth**
- **AI gives honest feedback based on facts**
  - It might reveal outdated systems, overlooked workflows, or ignored problems
  - This truth may be uncomfortable but is necessary for real growth
- **Final thought:**
  - The question is no longer "Can AI help me?"
  - It's "Am I ready to hear what it tells me—and act on it?"