### **Section Quiz - Introduction to Mistake Proofing in the Service Industry**

1. In service industries, what makes mistake-proofing more complex compared to manufacturing?

A. Machines are less reliable than humans  
 B. Human involvement introduces variability  
 C. Services always involve physical products  
 D. Customers can repair errors themselves

**Correct Answer:** **B. Human involvement introduces variability** **Explanation:** Unlike machines, people get tired, distracted, or make judgment errors—making service mistake-proofing more challenging.

**Incorrect Options:** **A. Machines are less reliable:** Machines are more consistent than humans.  
 **C. Services involve physical products:** Not always—many are intangible.  
 **D. Customers can repair errors:** In most cases, customers can’t correct system-level mistakes.

2. A hotel keycard that only works for one room during a specific stay is an example of:

A. Detection  
 B. Prevention  
 C. Mitigation  
 D. Replacement

**Correct Answer:** **B. Prevention** **Explanation:** It makes the wrong action (opening another room) physically impossible.

**Incorrect Options:** **A. Detection:** The system doesn't catch an error—it prevents it.  
 **C. Mitigation:** No damage control is involved—just prevention.  
 **D. Replacement:** Nothing is being substituted here.

3. Which of these best describes a process gap?

A. A customer entering the wrong password  
 B. An employee skipping a checklist under pressure  
 C. A form allowing submission without required fields  
 D. A receptionist mishearing the appointment date

**Correct Answer:** **C. A form allowing submission without required fields** **Explanation:** The system itself allows an error to happen—this is a design flaw, not a person’s mistake.

**Incorrect Options:** **A. Customer entering wrong password:** That’s user error, not a process failure.  
 **B. Employee skipping a checklist:** That may be stress or behavior—not a system design flaw.  
 **D. Mishearing a date:** That’s miscommunication, not a process gap.

4. What was the first known Poka-Yoke device introduced in Toyota’s assembly line?

A. Barcode scanning system  
 B. Automated torque sensor  
 C. A spring-counting tray  
 D. Visual checklist for parts

**Correct Answer:** **C. A spring-counting tray** **Explanation:** Workers placed springs in a tray before starting; leftover parts indicated a missed step—simple yet effective.

**Incorrect Options:** **A. Barcode scanning:** That came later with digital advances.  
 **B. Torque sensor:** More modern and complex.  
 **D. Visual checklist:** Not the first recorded system at Toyota.

5. What makes time pressure and stress a major cause of service errors?

A. It improves reaction time but decreases precision  
 B. It forces teams to focus on long-term planning  
 C. It leads employees to take shortcuts and overlook details  
 D. It causes software systems to crash frequently

**Correct Answer:** **C. It leads employees to take shortcuts and overlook details** **Explanation:** Under pressure, cognitive load increases, making slips more likely—especially in fast-paced service environments.

**Incorrect Options:** **A. Improves reaction time:** Stress typically **reduces** both reaction time and accuracy.  
 **B. Focus on long-term planning:** Stress shifts focus to immediate survival, not planning.  
 **D. Software systems crash:** Stress affects people, not software functionality.