### **Section Quiz - Understanding Errors In Service Processes**

1. An emergency call center uses manual typing instead of automation. This creates a:

A. Willful error  
 B. Process inefficiency  
 C. Miscommunication  
 D. Facilitation breakdown

**Correct Answer:** **B. Process inefficiency** **Explanation:** Manual entry slows the process and increases error risk. It’s a classic inefficiency built into the system.

**Incorrect Options:** **A. Willful error:** Operators aren’t choosing to make mistakes.  
 **C. Miscommunication:** No misunderstanding occurs here.  
 **D. Facilitation breakdown:** Facilitation is about guiding correct actions, not speed.

2. What is the danger of **unclear policies** in a service environment?

A. They increase employee salary costs  
 B. They prevent detection of software bugs  
 C. They cause confusion and inconsistent actions  
 D. They require fewer training hours

**Correct Answer:** **C. They cause confusion and inconsistent actions** **Explanation:** When policies are vague, employees act differently in the same situations, leading to inconsistency and mistakes.

**Incorrect Options:** **A. Increase salary costs:** No correlation to wages.  
 **B. Prevent detection of bugs:** Policies don’t affect software testing.  
 **D. Require fewer training hours:** If anything, unclear policies require more clarification and training.

3. What does **decision fatigue** look like in a real-world setting?

A. A new employee asks too many questions  
 B. A customer keeps changing their order  
 C. A call center agent rushes through account updates by the end of their shift  
 D. A technician skips a step due to lack of standards

**Correct Answer:** **C. A call center agent rushes through account updates by the end of their shift** **Explanation:** After making too many decisions, the brain tires and defaults to shortcuts—leading to errors.

**Incorrect Options:** **A. New employee questions:** Not fatigue—just a learning curve.  
 **B. Changing customer orders:** That’s client-side indecision.  
 **D. Lack of standards:** That’s a system-level issue, not psychological.

4. Which of the following is a **psychological** cause of service error?

A. Manual transcription of handwritten forms  
 B. A nurse assuming a dosage based on bottle color  
 C. A delayed system update  
 D. A scheduling app crashing

**Correct Answer:** **B. A nurse assuming a dosage based on bottle color** **Explanation:** This shows the brain relying on shortcuts or assumptions—a cognitive flaw.

**Incorrect Options:** **A. Transcription errors:** That’s a process gap, not psychology.  
 **C. Delayed update:** That’s a software issue.  
 **D. App crashing:** That’s a tech/systemic problem.

5. What happens when systemic errors go unchecked over time?

A. They help streamline processes  
 B. They evolve into process improvements  
 C. They become part of the routine and stop being noticed  
 D. They reduce the need for training

**Correct Answer:** **C. They become part of the routine and stop being noticed** **Explanation:** Systemic errors, when normalized, are no longer questioned—which means the problem persists and spreads.

**Incorrect Options:** **A. Streamline processes:** They create friction, not efficiency.  
 **B. Become improvements:** Only if addressed—unchecked, they worsen.  
 **D. Reduce training needs:** They often increase the need for retraining.