### **Section Quiz - Five Levels Of Mistake Proofing For Service Processes**

1. What is the **main benefit** of Elimination compared to other mistake-proofing levels?

B. It makes training easier for new employees  
 C. It uses alerts to reduce damage  
 A. It prevents the error from ever happening  
 D. It lets staff detect errors before they escalate

**Correct Answer:** **A. It prevents the error from ever happening** **Explanation:** Elimination is the most powerful because it removes the possibility of error entirely.

**Incorrect Options:** **B. Training support:** That’s not Elimination’s purpose.  
 **C. Using alerts:** That’s Detection or Mitigation.  
 **D. Detection before escalation:** Again, not Elimination—it stops mistakes entirely.

2. A self-checkout machine pauses the transaction when an item’s weight doesn’t match the scanned product. This is an example of:

D. Detection  
 A. Facilitation  
 C. Elimination  
 B. Replacement

**Correct Answer:** **D. Detection** **Explanation:** The system identifies the mismatch in real-time and stops the process, preventing further error.

**Incorrect Options:** **A. Facilitation:** This doesn’t guide—it stops.  
 **C. Elimination:** The possibility still exists—it’s just caught.  
 **B. Replacement:** This isn’t replacing a step—it’s flagging an issue.

3. How does **Mitigation** differ from the other levels of mistake-proofing?

C. It ensures mistakes don’t happen  
 D. It simplifies decision-making  
 A. It contains and minimizes the harm caused by unavoidable mistakes  
 B. It detects issues before they escalate

**Correct Answer:** **A. It contains and minimizes the harm caused by unavoidable mistakes** **Explanation:** Mitigation accepts that some mistakes will happen and focuses on limiting their damage.

**Incorrect Options:** **C. Ensures no mistakes:** That’s Elimination.  
 **D. Simplifies decisions:** That’s Facilitation.  
 **B. Detects issues early:** That’s Detection.

4. In a training center, staff once manually assigned learners to sessions. Now, the platform auto-assigns based on job roles. What level of mistake-proofing is this?

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

**Correct Answer:** **B. Replacement** **Explanation:** Manual matching has been replaced by automation to avoid mismatches and confusion.

**Incorrect Options:** **C. Facilitation:** It’s not just guiding—it’s automating.  
 **D. Mitigation:** Doesn’t deal with limiting damage.  
 **A. Detection:** It doesn’t identify—it eliminates the cause.

5. In which scenario would **Facilitation** be the most effective solution?

A. A web form that can’t be submitted until all fields are complete  
 D. A backup server that stores customer data  
 C. A call center system that flags repeat customer complaints  
 B. A door lock that only opens for authorized staff

**Correct Answer:** **A. A web form that can’t be submitted until all fields are complete** **Explanation:** This ensures the user finishes the right action easily—without forcing or punishing them.

**Incorrect Options:** **D. Backup server:** That’s Mitigation.  
 **C. Complaint flags:** Detection.  
 **B. Staff-only lock:** Elimination or Replacement.