### **Section Quiz - Mistake Proofing Strategies For Service Industries**

1. What makes **standardization** such a strong prevention tool?

C. It stops employees from taking any action  
 D. It ensures every task follows a predictable pattern  
 A. It allows employees to improvise freely  
 B. It blocks unknown errors after they happen

**Correct Answer:** **D. It ensures every task follows a predictable pattern** **Explanation:** Standardization reduces variation, ensuring processes follow a set structure that reduces mistakes.

**Incorrect Options:** **C. Stops action:** It guides, not blocks.  
 **A. Improvisation:** This invites inconsistency and errors.  
 **B. Blocks errors afterward:** That’s detection, not standardization.

2. Which mistake-proofing tool is used when a software platform warns users about mismatched data before submission?

B. Feedback loop  
 D. Elimination  
 C. Error-blocking  
 A. Detection

**Correct Answer:** **A. Detection** **Explanation:** The system checks and flags the error before the data is finalized—catching the mistake early.

**Incorrect Options:** **B. Feedback loop:** That offers alerts post-submission or after actions.  
 **D. Elimination:** The task still exists—only the error is flagged.  
 **C. Error-blocking:** This doesn’t prevent submission—it flags issues.

3. Why is **detection-based mistake-proofing** essential even when prevention tools exist?

A. It avoids creating too many alerts  
 B. It replaces the need for standardized processes  
 C. It acts as a second layer when errors slip past prevention  
 D. It eliminates the need for automation

**Correct Answer:** **C. It acts as a second layer when errors slip past prevention** **Explanation:** Detection catches issues that prevention couldn’t block—ensuring layered protection.

**Incorrect Options:** **A. Avoiding alerts:** Alerts are useful for detection.  
 **B. Replaces standardization:** Both approaches work together.  
 **D. Eliminates automation:** Automation often supports detection.

4. In an ambulance dispatch system, a software warning is triggered if two units are assigned to the same case. What does this represent?

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

**Correct Answer:** **C. Detection** **Explanation:** The system identifies overlapping assignments early and warns users to correct the issue.

**Incorrect Options:** **A. Elimination:** Doesn’t remove the possibility—it just spots it.  
 **D. Facilitation:** No guidance here—just warning.  
 **B. Mitigation:** It doesn’t reduce impact—it stops the error.

5. A supermarket website prevents checkout if an item is out of stock. This is an example of:

A. Feedback loop  
 C. Detection  
 B. Error-blocking  
 D. Replacement

**Correct Answer:** **B. Error-blocking** **Explanation:** The system blocks the transaction from proceeding with missing or invalid selections—removing the error possibility.

**Incorrect Options:** **A. Feedback loop:** Would inform users without blocking.  
 **C. Detection:** Would catch after the attempt—not prevent it.  
 **D. Replacement:** No process was swapped or automated.