### **Section Quiz - Step-By-Step Process Of Implementing And Measuring Mistake Proofing Success**

**1.** Which technique is most appropriate when an error is **predictable and preventable through design**?

A. Alarms and warnings  
 B. Checklists and validation  
 C. Physical or mechanical barriers  
 D. Go/No-Go controls

**Correct Answer:** **C. Physical or mechanical barriers** **Explanation:** These solutions eliminate the possibility of incorrect action by guiding users physically.

**Incorrect Options:** **A: Alarms:** Signal an issue but don’t prevent the action.  
 **B: Checklists:** Help detect or confirm steps, not prevent wrong ones.  
 **D: Go/No-Go controls:** Block completion but don’t guide initial action.

**2.** A concert hall asks staff to label equipment before events. During a big show, the process is skipped because it takes too long. What mistake-proofing failure is this?

A. Resistance  
 B. Complexity  
 C. Invisibility  
 D. Oversight

**Correct Answer:** **B. Complexity** **Explanation:** If a system is too time-consuming, staff may skip it—making it ineffective.

**Incorrect Options:** **A: Resistance:** Occurs when people don’t believe in the system—not when it's too slow.  
 **C: Invisibility:** Applies when people forget the system’s purpose—not when it’s avoided.  
 **D: Oversight:** Refers to missing steps accidentally, not intentionally skipping due to difficulty.

**3.** Why must mistake-proofing solutions be included in Standard Operating Procedures (SOPs)?

A. SOPs reduce the time needed to train new employees  
 B. SOPs eliminate the need for audits  
 C. SOPs make mistake-proofing a formal job requirement  
 D. SOPs reduce management workload

**Correct Answer:** **C. SOPs make mistake-proofing a formal job requirement** **Explanation:** When mistake-proofing is documented in SOPs, it becomes a standard part of the job, not an optional extra.

**Incorrect Options:** **A: Reducing training time:** May be a benefit but isn’t the main reason.  
 **B: Eliminating audits:** Audits are still required for oversight.  
 **D: Reducing workload:** Not the main purpose of SOP integration.

**4.** A waste company trains drivers by having them use a new route app live in the field. Why was this effective?

A. It reduced paperwork  
 B. It distracted drivers from routine work  
 C. It built trust through direct experience  
 D. It eliminated the need for follow-up sessions

**Correct Answer:** **C. It built trust through direct experience** **Explanation:** Hands-on use lets employees see benefits in real time, leading to adoption and confidence.

**Incorrect Options:** **A: Reduced paperwork:** Not mentioned or relevant to success.  
 **B: Distracting workers:** Incorrect—this increased engagement.  
 **D: No follow-ups:** Not the goal or guarantee of hands-on training.

**5.** Why is the PDCA (Plan-Do-Check-Act) cycle used in mistake-proofing?

A. To create employee shift schedules  
 B. To review financial performance quarterly  
 C. To continuously improve systems based on feedback  
 D. To reduce the number of SOPs

**Correct Answer:** **C. To continuously improve systems based on feedback** **Explanation:** PDCA supports mistake-proofing by encouraging small, ongoing refinements based on data and real-world use.

**Incorrect Options:** **A: Shift schedules:** Unrelated to the PDCA purpose.  
 **B: Financial reviews:** Not linked to error prevention.  
 **D: SOP count:** PDCA doesn’t reduce SOPs; it improves process quality.