### **Section Quiz - Real-World Execution of Poka-Yoke in Services**

**1.** Why is it dangerous to assume that a mistake-proofing system is “set and forget”?

A. Because systems are too costly to maintain  
 B. Because training always covers all gaps  
 C. Because errors evolve and systems must adapt  
 D. Because employees stop reading emails

**Correct Answer:** **C. Because errors evolve and systems must adapt** **Explanation:** Mistake-proofing systems must grow with changing workflows, staff behavior, and customer needs.

**Incorrect Options:** **A: Cost:** Irrelevant if the system is still effective.  
 **B: Training alone:** Doesn’t guarantee long-term usage.  
 **D: Emails:** Not tied to system maintenance.

**2.** At a tutoring center, instructors often forgot to mark sessions complete. What fix helped eliminate this issue?

A. Posting a checklist near desks  
 B. Sending reminder emails after each session  
 C. Blocking new sessions unless the previous one was marked complete  
 D. Asking students to remind instructors

**Correct Answer:** **C. Blocking new sessions unless the previous one was marked complete** **Explanation:** This Go/No-Go control forces proper sequence before allowing the next step—automating compliance.

**Incorrect Options:** **A: Physical checklists:** Can be ignored under pressure.  
 **B: Email reminders:** Passive and easy to overlook.  
 **D: Student prompts:** Involves customers instead of fixing the process.

**3.** A customer service firm noticed new hires skipped onboarding tips and made repeated mistakes. What helped correct this?

A. Made the tips flash brighter  
 B. Added pop-up surveys at the end  
 C. Introduced short knowledge checks after each section  
 D. Reduced the training content length

**Correct Answer:** **C. Introduced short knowledge checks after each section** **Explanation:** Knowledge checks force engagement and ensure understanding before progress—improving retention.

**Incorrect Options:** **A: Flashing tips:** May draw attention, but don’t confirm learning.  
 **B: Pop-up surveys:** Collect feedback, not learning validation.  
 **D: Shorter training:** May remove critical context.

**4.** Which of the following describes a **challenge** in deploying Poka-Yoke systems across departments?

A. Shared systems reduce complexity  
 B. Separate systems lead to misalignment and conflicts  
 C. Staff immediately adopt all changes  
 D. Systems are always used as intended

**Correct Answer:** **B. Separate systems lead to misalignment and conflicts** **Explanation:** Different teams using unlinked systems can schedule or act in conflicting ways, causing service failures.

**Incorrect Options:** **A: Shared systems:** Help unify and streamline actions.  
 **C: Immediate adoption:** Rare without proper design and training.  
 **D: Always used:** Usage varies without integration and reinforcement.

**5.** Why should mistake-proofing be designed for **real life**, not just ideal conditions?

A. Ideal conditions allow more innovation  
 B. Real life helps reduce customer expectations  
 C. Mistakes often happen under pressure or fatigue  
 D. Perfect systems are always over-engineered

**Correct Answer:** **C. Mistakes often happen under pressure or fatigue** **Explanation:** Systems must hold up when users are stressed, busy, or tired—not just when everything’s calm and perfect.

**Incorrect Options:** **A: Innovation:** Not related to usability under stress.  
 **B: Lowering expectations:** Doesn’t prevent errors.  
 **D: Over-engineering:** A concern, but not the key reason for designing for real-world conditions.