

Mistake Proofing Challenges

- 1. ATM customers complain that they never know the right way to insert their ATM card and usually it takes a couple of tries.*
- 2. A local bottling company wants to make sure that all bottles are filled with exactly the right amount of soda.*
- 3. A large pharmaceutical company is trying to develop a way to assure elderly people living alone take their prescription medicine at the right time and in the correct dosage.*
- 4. A manufacturer of home power tools wants to make sure that customers are wearing eye and hand protection before using their equipment.*
- 5. A consumer electronics company has had several customer complaints lately that their instructions were missing from their product.*

Mistake Proofing Challenges cont.

6. *9 different tools are needed to change a jig and die. Often, in the middle of the change-over, the set-up operator realizes a tool is missing and has to stop to look for the tool.*
7. *An easy-to-assemble-furniture manufacturer has received several complaints about holes not being tapped for all screws. Because the furniture is made from hardwood, the customers have to drill the holes themselves.*
8. *A contact lens solution manufacturer received complaints from distributors that some customers found empty boxes with their shipments. The company wants to make sure no more empty boxes are shipped.*

Mistake Proofing Challenges solutions

1. Put a lip on one long side of the card. Standardize the way cards are inserted and then clearly mark the proper installation on the card.
2. Install a photoelectric switch that can measure the amount in the bottle. As part of the nozzle system, include a probe that shuts the nozzle off when the liquid touches the probe.
3. Sell the medication in a dispensing mechanism that helps people keep track of the day and whether or not they've taken their daily medication. Devise a dispenser that releases the proper dosage of medication on the right day at the right time.
4. Have a device on the gloves that must come in contact with the saw handle in order for it to run. Have a special switch on the saw that must be flipped on to confirm that the safety glasses are on.
5. Package the instructions in sets of 25. In final assembly, release boxes 25 at a time. If an instruction sheet remains after the 25 boxes are complete, it can be assumed one box doesn't have instructions.
6. Set up peg boards for each set-up operation. Paint silhouettes of each tool needed on the pegboard. When preparing for the changeover, assemble the tools using the peg board. Missing tools will be obvious.
7. Put a counter on the drill that will not allow the part to be released until the right number of taps have been made.
8. Once the boxes are sealed, as they travel on the conveyor belt to final packaging, blow air at them. Those that get blown off the conveyor belt are empty.