

# Introduction to Mistake-Proofing Course Outline

## Lesson 1 | Mistake-Proofing in Everyday Life

- Understand the mistake-proofing mindset.
- Recognize that to mistake-proof a process or system the root cause of mistakes or errors must be found and addressed.
- Be aware of examples of common mistake-proofing in action in everyday life.
- Understand that mistake-proofing does not require elaborate efforts or complex

## Lesson 2 | Effects, Outcomes and Solution Types

- Know the four effects and two outcomes of mistake-proofing solutions.
- Understand the relative mistake-proofing power of each effect-outcome combination.

## Lesson 3 | Formulating Solutions

- Appreciate that the root cause of the mistake/problem must be identified and addressed to effectively mistake-proof a process.
- Learn how to apply the Five-Whys, Comparative Analysis, Timeline Analysis and Cause and Effect Diagrams as mistake-proofing investigative tools.
- Become familiar with how additive data picture tools help paint a picture of the problem.

## Lesson 4 | Evaluating Solution Candidates

- Learn how to evaluate whether solution candidates are practical, feasible and cost-effective.
- Be able to evaluate the robustness and sustainability of solution candidates.

## Challenge

- An assessment of the learner's progress in this course.