

Mistake proofing

and how it develops a culture of continuous improvement



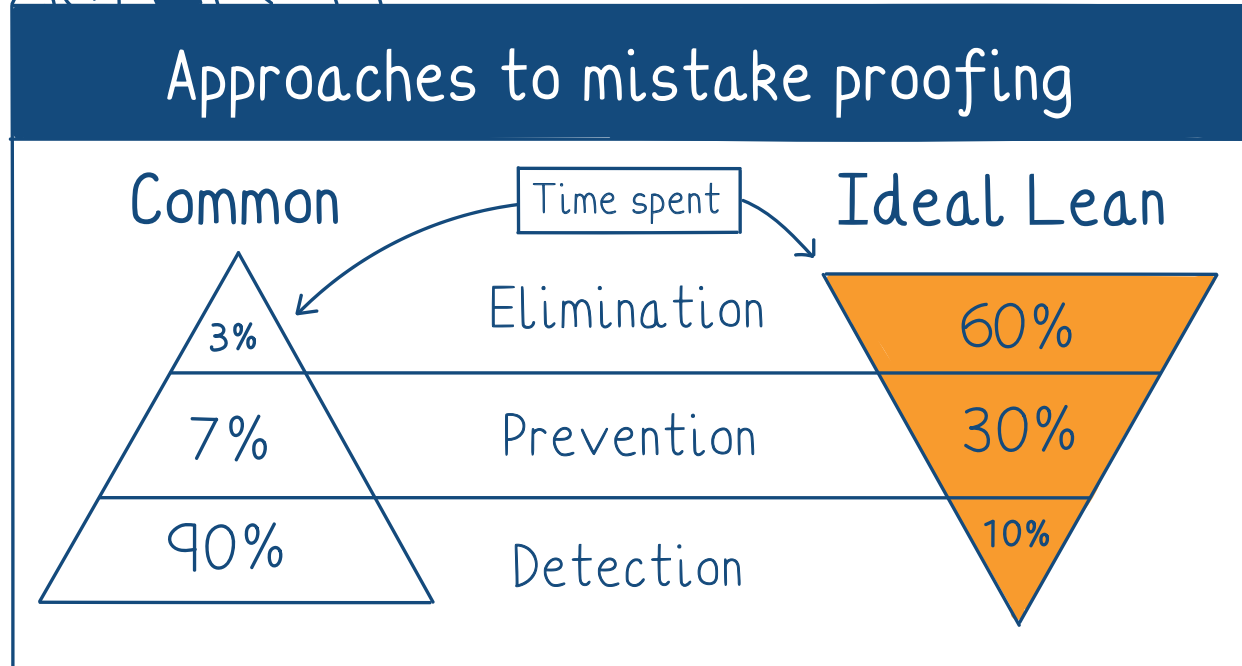
Are you naturally mistake tolerant or mistake intolerant?



Archie Cochrane's angry colleagues suggest that most people are mistake intolerant

Warning: Lots of small mistakes add up to make a big impact

Rhiannon Gibbs	Gurdeep Gahir
Content	Q&A



An ideal mistake tolerant culture

- Learn from mistakes
- Avoid a blame culture
- Psychological safety

Four takeaways for how to create a mistake tolerant culture

- 1 Discuss possible solutions every day
- 2 Use the tools to pre-empt failures
- 3 Share your own failures
- 4 Go and see to identify failures

Ways to mistake proof

- Elimination** Stops mistake from happening
- Prevention** Corrects mistake for you
- Detection** Tells you there's a mistake
- Zero impact** Mistakes don't have a negative effect

Audits
Checking
Supervision
Inspection

When inspections are the only way...

Single self check is the most effective option

React to mistakes → Label mistake, not the person

Continuous improvement culture

Proactively prevent mistakes

Tools to help you

Failure prevention analysis
Solution effects (fishbone)

Rely on the next person to check → No one checks it properly

In a bank, one person wrote a letter. After NINE checks, it still had mistakes.

More checks you introduce = More ineffective mistake proofing

Missing pins in a hand grenade factory

Detection = (x2 checks). People still died → Prevention = Grenade had to hang by the pin on a rack. Zero accidents.