Error-Proofing Support Processes Course Outline

UNIT 1 ERROR-PROOFING PRIMER

Lesson 1 | The Error-Proofing Mindset

- Understand the error-proofing mindset.
- Recognize that to error-proof a process or system the root cause of errors must be found and addressed.

Lesson 2 | Error-Proofing in Everyday Life

- Be aware of examples of common error-proofing in action in everyday life.
- Understand that error-proofing does not require elaborate efforts or complex systems.

Lesson 3 | Why Errors Are Made

- Realize that errors are usually due to process problems, not people problems.
- Become familiar with the transactional model of process and some of the complexities.

Lesson 4 | How Transactions (Can) Go Wrong

- Understand some of the reasons transactional processes tend to be so complex.
- View errors by service providers grouped into the categories of tasks, treatment and detractors/attractors, and by customers into groupings of preparation, encounter and resolution.

Lesson 5 | How Error-Proofing Works

- Become familiar with error-proofing effects, outcomes and solutions.
- Understand how error-proofing solutions are best developed in a team environment using a structured, data-driven problem-solving approach.

Unit 1 Challenge

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

UNIT 2 ERROR-PROOFING TECHNIQUES

Lesson 1 | Forms of Error-Proofing Solutions

- Know that error-proofing solutions are a combination of effects and outcomes.
- Be aware of common techniques to achieve each of the four types of effects.

Lesson 2 | Developing Error-Proofing Solutions

- See how error-proofing solutions are best developed using a team problem-solving process.

- Be familiar with establishing team roles and responsibilities and how to clarify the problem.
- Understand how to focus on the root cause.
- Know how to formulate an error-proofing solution and develop an action plan to implement it.

Lesson 3 | Evaluating Solutions

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

Lesson 4 | Error-Proofing and the Seven Wastes

- Recognize the Seven Wastes as chronic, hidden form of errors.
- Recognize the Seven Wastes in terms of the Transactional Process Model with both server-side and customer-side causes.

Lesson 5 | Complementary Error-Proofing Tools

- Learn how to apply the Five-Whys, Comparative Analysis, Timeline Analysis and Cause and Effect Diagrams as error-proofing investigative tools.
- Become familiar with how additive data picture tools help paint a picture of the problem.

Unit 2 Challenge

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