

# Best Practices in Mistake Proofing: Systems for Process Excellence

**Tuesday  
September 13, 2016**

Join us for a special workshop on **September 13**  
12:30 pm to 4:30 pm – Shilo Inn, Richland

**LOCATION:**

Shilo Inn  
50 Comstock  
Richland, Washington

**12 noon** – Check-in/Networking

**12:30 p.m.** – Workshop Begins

**Early Bird Rates (must be received by September 1):**

\$40 ASQ members  
\$50 all others

After September 1, the cost for all participants increases to \$55

Reservations and payment requested by September 1. Please email [jkbme@gmail.com](mailto:jkbme@gmail.com) with your name, phone number, company affiliation and member status, or call (509) 544-6183 to secure your spot.

Payment in full (check or cash only; make check payable to ASQ Section 0614) must be received in advance of the workshop unless other arrangements are made. Businesses sending multiple attendees may request an invoice.

No refunds. Substitutions are acceptable; please let us know of changes as early as possible.

For more information about Columbia Basin ASQ Section 0614 and other upcoming events: [www.asq614.org/](http://www.asq614.org/)

Several of Kevin's books will be available for purchase at the workshop, including:

*Error Proof: How to Stop Daily Goofs for Good*

*Vital Signs, Scorecards and Goals: The Power of Meaningful Measurement*

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**Kevin McManus**  
**Chief Excellence Officer – Great Systems!**

Six sigma levels of quality cannot be achieved by simply asking people to be careful. How do restaurant, energy, and aviation employees achieve very low error rates on a consistent basis, while others who do less mistake prone work make significantly more errors? What approaches are used to obtain much higher levels of procedure compliance? This workshop will give you the details on several best practices you can use to better 'mistake proof' your workplace.

What percent of the organizations that have invested time and money to pursue six sigma levels of quality have actually achieved those levels? Of that percentage, how many have sustained these levels of performance over time? The resultant rate is low – few organizations attain, let alone sustain, six sigma levels of performance across a variety of their work processes. The positive side of this, however, is that these organizations are probably not using very effective error-proofing approaches. They may think that the systems they are using work well, but they really can't validate this belief. Besides, a lot of mistakes happen daily in most organizations – it's just part of the job, right?

Significant examples of success – where error and incident rates are very low – can be found. The Blue Angels excel at process planning and review. A quick serve restaurant chain has a superior training and certification system. Oil field workers consistently achieve miniscule safety incident levels that many organizations would often consider as being unobtainable. How do these groups of people find ways to standardize their work practices while also improving their work systems? This presentation will give you the system details used by these organizations and others.

In this 4-hour presentation (suitable for all levels, no pre-reqs!), you will learn how to:

- Identify those work approaches that are key in reducing human error rates
- Make improvements to the error minimization approaches you already use
- Better measure the effectiveness of your error proofing approaches
- Develop your own prioritized, 'mistake proofing' plan

*Kevin McManus serves as Chief Excellence Officer for Great Systems!, based in Portland, Oregon, and is also an international trainer for the TapRoot® root cause analysis process. During his thirty-five plus years in the business world, he has served as an Industrial Engineer, Training Manager, Production Manager, Plant Manager, and Director of Quality. He holds an undergraduate degree in Industrial Engineering and a MBA. Kevin has been a member of IIE for thirty-four years, and he has been recognized as a Fellow within that group. He has served as an Examiner and Senior Examiner for the Malcolm Baldrige National Performance Excellence Award for seventeen years. Kevin also writes the monthly performance improvement column for Industrial Engineer magazine, and his newest book is entitled "Error Proof – How to Stop Daily Goofs for Good."*