

Corrective Action Tactics and Mistake Proofing Workshop

By Kevin McManus, Great Systems LLC

How Do You Minimize Daily Errors and Failures?..... 1

Two Problems Help Explain Why People Make Mistakes..... 2

How Can You Escape Reactive World? 2

How Can My 'Corrective Action Tactics and Mistake Proofing' Workshop Help You? 2

About the Facilitator 4

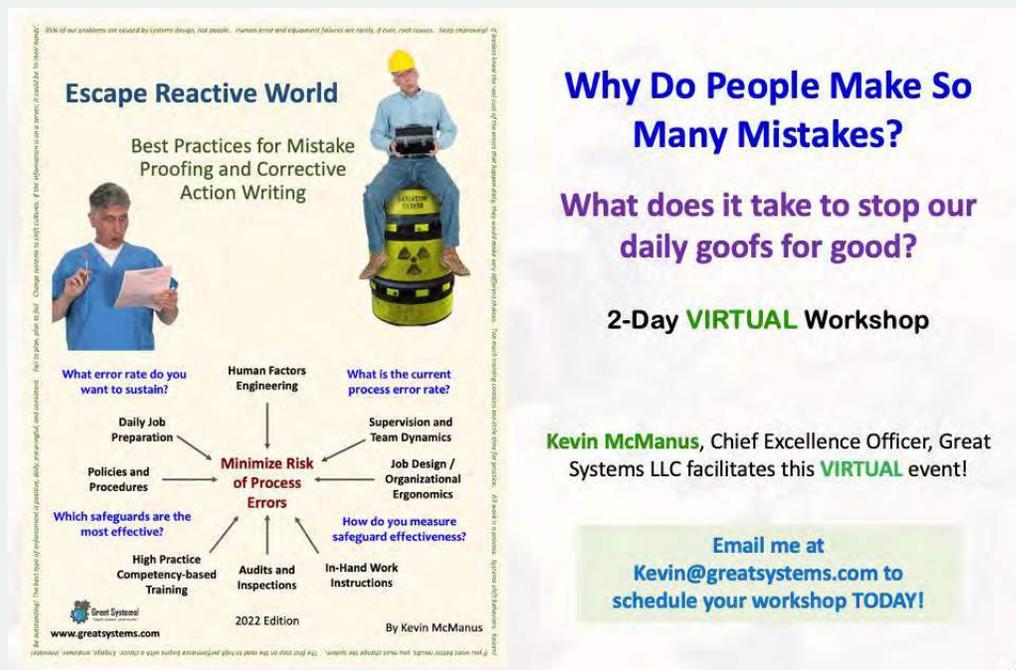
How Do You Minimize Daily Errors and Failures?

Why do our corrective action tactics and mistake proofing efforts at work fail? Why do our people continue to make mistakes in the first place?

My corrective action tactics and mistake proofing workshop gives you best practices to help proactively minimize repeat errors and failures.

Errors happen daily. Fortunately, our work system safeguards usually prevent them from becoming product recalls, sentinel events, workplace fatalities, or environmental incidents. Unfortunately, daily human error and repeat equipment problems result in daily profit loss.

We do our best to help prevent these problems. All too often, they continue to return. Largely, this is because we try to fix the person instead of the process. We replace the part instead of reducing the need for future part replacement. Better solutions exist and are in use.



Escape Reactive World
Best Practices for Mistake Proofing and Corrective Action Writing

Why Do People Make So Many Mistakes?
What does it take to stop our daily goofs for good?

2-Day VIRTUAL Workshop

Kevin McManus, Chief Excellence Officer, Great Systems LLC facilitates this **VIRTUAL** event!

Email me at Kevin@greatsystems.com to schedule your workshop **TODAY!**

Two Problems Help Explain Why People Make Mistakes

Two key problems exist. First, weaknesses in our work system designs allow some number of errors to get through to the next process. Worse yet, errors reach the external customer.

These errors occur daily, even though you might not measure them. All too often, we blame the person. On top of that, some live with the problem instead of changing their work systems to drive behavior change.

How effective are the safeguards and countermeasures you use to minimize errors and risk potential each day?

Second, when problems do occur, we attempt to prevent them in the future with a weak set of improvement strategies. Some fixes are more effective at changing human behavior and minimizing risk than others.

Some fixes work temporarily, but they are difficult to sustain over time. Fortunately, there are proven best practices that you can use to both identify, and fix, the systemic root causes of human error and equipment failure.

How Can You Escape Reactive World?

Three things must happen to escape reactive world, and it is common for all three strategies to be in play at the same time. The first thing you must do is start **effectively analyzing and finding the true root causes** for those process errors and defects that do occur.

Since everything cannot be fixed at once, triage your problems from a risk mitigation perspective. More importantly, recognize that human error is **NOT a root cause one can easily fix with only reminders, warnings, and punishment.**

Second, use effective fixes to address the systemic problems your root cause analysis efforts are uncovering. Make sure that effective fixes are put in place, in the first place. Using limited resources on weak improvements results in lost value.

Lastly, enhance your abilities to anticipate and safeguard potential causes of human error. Sustaining these strategies help you spend a smaller percentage of your time in reactive world as time progresses.

How Can My 'Corrective Action Tactics and Mistake Proofing' Workshop Help You?

This virtual workshop explores the common types of work process and safeguard design flaws that contribute to human error, including weak corrective actions. It gives you a coach, and a practice field, for learning to write more effective, and sustainable, corrective and preventive actions.

Finally, this virtual workshop gives you over 100 best practices you can use to more effectively, and proactively, 'mistake proof' your workplace across all work process types.

Corrective Action Tactics / Mistake Proofing Workshop Topic Areas:

1. How to escape reactive world
2. What does it take to become mistake proof?
3. Exploring the eighth cognitive processes
4. How adequate are your safeguards?
5. How to measure safeguard effectiveness
6. Developing more effective corrective actions – Practice #1
7. Putting high impact fixes in place – Practice #2
8. Using processes to guide people
9. Creating effective work instructions and job aids
10. Developing a positive, mistake proof culture
11. The power of effective job preparation
12. Improving your 'real time' training system
13. The power of process-based error proofing
14. Planning to escape reactive world

Corrective Action Tactics and Mistake Proofing Workshop Objectives:

In this workshop, you learn how to:

- Use best practice approaches for error proofing job tasks of any type
- Proactively identify, analyze, and anticipate opportunities for error in a systematic manner
- Better utilize the 32 'Needs Improvement' [TapRooT® root causes](#) through benchmarking and best practice exploration
- Assess the relative strength of different corrective action options
- Write effective corrective and preventive actions that add value and are sustained over time
- Capture and use process-level error rates as leading indicators of corrective action effectiveness

All 'Corrective Action Tactics and Mistake Proofing' workshop participants receive a 150-page, full color course workbook. They also get a free copy of Kevin's book, [Error Proof – How to Stop Daily Goofs for Good.](#)

Would you like more information on how to set up a VIRTUAL 2-day workshop in your organization? If so, please send me an email at kevin@greatsystems.com

About the Facilitator

As Chief Excellence Officer of Great Systems LLC, Kevin McManus provides virtual coaching and content to help people use proven best practices to enhance and optimize their daily work systems.

Over forty years of work experience in roles such as Industrial Engineer, Training Manager, Production Manager, Plant Manager, and Director of Quality give Kevin a 'real life work' perspective relative to daily work process optimization, work team engagement and empowerment, and sustainable operational excellence.



As a contract trainer for the TapRoot® root cause analysis process, Kevin has taught over 450 courses and further enhanced his ability to help leaders proactively minimize risk, reduce errors, and improve reliability. Kevin holds an undergraduate degree in Industrial Engineering and an MBA. He served as a national Malcolm Baldrige Performance Excellence Award Examiner for twenty years, including a three-year term on the national Judge's Panel.

Kevin has authored the monthly performance improvement column for Industrial and Systems Engineer magazine for over 20 years, is an Institute of Industrial and Systems Engineering Fellow and has been a member of IISE for over forty years. His newest book, "Different Company – How the Best Build Great Organizations", will be published in late 2025.

If you would like more information about the improvement tools and systems I have to offer, please send me an e-mail at kevin@greatsystems.com.

[LIKE Great Systems on Facebook](#)

[CONNECT with me on LinkedIn](#)

[CHECK OUT my Amazon.com Author Page](#)

[FOLLOW me on Twitter: @greatsystems](#)

[LISTEN to my 'Real Life Work' podcast](#)

[WATCH over 70 continuous improvement videos on my Great Systems YouTube channel](#)

[LEARN MORE from my 'Best Practice Work System Downloads](#)

"The first step on the road to high performance begins with a choice."

Kevin McManus, Great Systems!



Great Continuous Improvement Books by Kevin McManus!



Pursuing Process Excellence

- 150 pages of ideas and examples that will help you accelerate and sustain your process improvement efforts
- Over 25 examples of 'best practice' assessment tools that leaders can use to encourage and support high performance work
- 12 team exercises that you can use to begin applying each concept as it is learned



Mistake Proofing and Corrective Action Writing

- 156 pages of exercises, tools, and examples to help you learn about and practice the fundamentals of mistake proofing and corrective action writing
- 14 exercises you can use to practice the five key mistake proofing tactics and identify tasks and processes to target for improvement
- Over 100 proven techniques to help minimize the risk and error potential associated with daily job completion



Error Proof

- 162 pages of examples, strategies and dialogue questions to help you stop daily goofs for good
- Over 100 proven best practices that you can use to help error proof your key work processes
- Can be paired with the 100-page workshop workbook that contains 13 team exercises to help you begin applying key ideas



Facilitating and Leading Teams

- 182 pages of ideas, tools, and examples to help you improve work team, project team, and focus team effectiveness
- 10 assessments that will help you identify areas of strength and weakness relative to work and project team support
- Over 20 team exercises that will help you optimize your use of teams and improve meeting effectiveness, while also practicing your facilitation skills



Lean Tool Use Basics

- 150 pages of exercises, tools, and examples to help you learn about and practice the fundamentals of lean thinking
- 13 exercises you can practice to learn more about using the five key lean tools, creating a lean culture, and planning for lean success
- Two assessments to help you gauge the degree of support your lean efforts require and how much progress you make

kevin@greatsystems.com
206.226.8913

greatsystems.com

