

QUALITY & OPERATIONAL EXCELLENCE | COURSE BROCHURE

Mistake-Proofing and Poka-Yoke

5 days | Classroom training | English

SMART HORIZON

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Course content

Why attend

Mistake-proofing designs processes so that errors cannot happen or are detected immediately. This course covers poka-yoke principles, types of human error, prevention and detection devices, contact, fixed-value and motion-step methods, applying mistake-proofing in manufacturing, services and IT, and evaluating effectiveness.

Training and warnings cannot eliminate human error, but good design can. You will learn to design error-proof processes.

Professional Problems This Course Is Designed to Solve

• Difficulty translating subject knowledge into practical workplace decisions.
• Inconsistent approaches to the activities covered in the course outline.
• Lack of a structured plan for applying and reviewing new skills.

Course methodology

Error analysis exercises, device design workshops, examples from many industries and case studies.

Course objectives

By the end of this course, participants will be able to:
• Explain types of human error
• Distinguish prevention and detection mistake-proofing
• Apply poka-yoke methods
• Design mistake-proofing devices and controls
• Apply mistake-proofing in service and digital processes
• Evaluate effectiveness of solutions

Target audience

This course is suitable for:
• Quality and process engineers
• Production supervisors
• Service designers
• Continuous improvement practitioners
• Product designers



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Target competencies

Participants will develop competencies in:

- Error analysis
- Device design
- Process design
- Creativity
- Evaluation

Course outline

Day 1: Human Error

09:00–10:08	Types of errors
10:08–11:00	Why training is not enough
11:00–11:30	**Coffee break**
11:30–11:45	Why training is not enough (continued)
11:45–12:53	Examples
12:53–14:00	Exercise

Day 2: Poka-Yoke Principles

09:00–10:08	Prevention and detection
10:08–11:00	Control and warning
11:00–11:30	**Coffee break**
11:30–11:45	Control and warning (continued)
11:45–12:53	Methods
12:53–14:00	Workshop

Day 3: Designing Devices

09:00–10:08	Physical devices
10:08–11:00	Sensors
11:00–11:30	**Coffee break**



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11:30–11:45	Sensors (continued)
11:45–12:53	Low-cost solutions
12:53–14:00	Design exercise

Day 4: Services and IT

09:00–10:08	Forms and checklists
10:08–11:00	System validation
11:00–11:30	**Coffee break**
11:30–11:45	System validation (continued)
11:45–12:53	Service examples
12:53–14:00	Case study

Day 5: Effectiveness

09:00–10:08	Testing solutions
10:08–11:00	Maintaining devices
11:00–11:30	**Coffee break**
11:30–11:45	Maintaining devices (continued)
11:45–12:53	Scaling
12:53–14:00	Action plan

The timings provided are estimates and may vary depending on the number of participants and the discussions taking place during the sessions. They are indicative only and do not constitute a binding commitment.



Course content

Dates, venues and fees

Current published course plans. Fees are per participant in EUR, excluding unconfirmed taxes.

Venue	Start date	End date	Fee (EUR)
Dubai Confirmed dates	16 Nov 2026	20 Nov 2026	**€3,150.-**
Online Confirmed dates	16 Nov 2026	20 Nov 2026	**€1,250.-**
Frankfurt Confirmed dates	30 Nov 2026	4 Dec 2026	**€2,650.-**
Online Confirmed dates	30 Nov 2026	4 Dec 2026	**€1,250.-**
Vienna Confirmed dates	4 Jan 2027	8 Jan 2027	**€2,940.-**
Online Confirmed dates	4 Jan 2027	8 Jan 2027	**€1,250.-**
Cape Town Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,890.-**
Online Confirmed dates	25 Jan 2027	29 Jan 2027	**€1,250.-**
Paris Confirmed dates	15 Feb 2027	19 Feb 2027	**€2,860.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	15 Feb 2027	19 Feb 2027	**€1,250.–**
Dubai Confirmed dates	8 Mar 2027	12 Mar 2027	**€3,150.–**
Online Confirmed dates	8 Mar 2027	12 Mar 2027	**€1,250.–**
Rome Confirmed dates	22 Mar 2027	26 Mar 2027	**€2,450.–**
Online Confirmed dates	22 Mar 2027	26 Mar 2027	**€1,250.–**
Dubai Confirmed dates	12 Apr 2027	16 Apr 2027	**€3,150.–**
Online Confirmed dates	12 Apr 2027	16 Apr 2027	**€1,250.–**
Barcelona Confirmed dates	3 May 2027	7 May 2027	**€2,840.–**
Online Confirmed dates	3 May 2027	7 May 2027	**€1,250.–**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Rome Confirmed dates	24 May 2027	28 May 2027	**€2,450.-**
Online Confirmed dates	24 May 2027	28 May 2027	**€1,250.-**
Amsterdam Confirmed dates	14 Jun 2027	18 Jun 2027	**€2,540.-**
Online Confirmed dates	14 Jun 2027	18 Jun 2027	**€1,250.-**
Cape Town Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,890.-**
Online Confirmed dates	28 Jun 2027	2 Jul 2027	**€1,250.-**
Istanbul Confirmed dates	19 Jul 2027	23 Jul 2027	**€2,650.-**
Online Confirmed dates	19 Jul 2027	23 Jul 2027	**€1,250.-**
Vienna Confirmed dates	9 Aug 2027	13 Aug 2027	**€2,940.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Online Confirmed dates	9 Aug 2027	13 Aug 2027	**€1,250.-**
Barcelona Confirmed dates	30 Aug 2027	3 Sept 2027	**€2,840.-**
Online Confirmed dates	30 Aug 2027	3 Sept 2027	**€1,250.-**
London Confirmed dates	20 Sept 2027	24 Sept 2027	**€2,450.-**
Online Confirmed dates	20 Sept 2027	24 Sept 2027	**€1,250.-**
Kuala Lumpur Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,450.-**
Online Confirmed dates	4 Oct 2027	8 Oct 2027	**€1,250.-**
London Confirmed dates	25 Oct 2027	29 Oct 2027	**€2,450.-**
Online Confirmed dates	25 Oct 2027	29 Oct 2027	**€1,250.-**



Course content

Dates, venues and fees (continued)

Venue	Start date	End date	Fee (EUR)
Cape Town Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,890.-**
Online Confirmed dates	15 Nov 2027	19 Nov 2027	**€1,250.-**
Rome Confirmed dates	6 Dec 2027	10 Dec 2027	**€2,450.-**
Online Confirmed dates	6 Dec 2027	10 Dec 2027	**€1,250.-**

Plan your next step

Dates, availability, exact venue, taxes, inclusions and payment terms require written confirmation. This brochure is not a quotation, registration, booking confirmation or visa invitation. Participants receive a Smart Horizon certificate of attendance; programmes are not externally accredited and do not award a professional qualification or designation. Confirm arrangements before booking travel.

For group or in-house training, contact our learning team to discuss your objectives and delivery arrangements.

Contact Smart Horizon

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