

A Checklist for Preventing Rework

Rework is when you have to do a task over again because it was not done right the first time. This checklist describes proven techniques to prevent rework as much as possible. Pick a work process where you the amount of work really annoys you and then compare how you are doing work now to this checklist. Those boxes you cannot check may represent an opportunity to reduce rework.

- ☐ You have collected data on the defect, including where in the process the defect is discovered, where the error that creates the defect occurs, and how common it is.
- ☐ You have conducted a simple root cause analysis (e.g., “the 5 Why’s”) of the defect.
- ☐ Your office has written **Standard Operating Procedures (SOPs)** that describe clear standards for how the process should be performed.
- ☐ SOPs are easy to follow, making use of pictures and simple language. The people who do work helped develop the SOPs.
- ☐ You have videos that illustrate how to perform the work
- ☐ You make use of **visual displays** color-coding, arrows or other visual indicators the guide people through the right way of doing the work. For example, you have used visual aids to logically guide people through the flow of information a form is asking for.
- ☐ You make use of **visual controls** such as conditional formatting and check cells in Excel, and visual warnings for values for out of parameter values in the ERP system.
- ☐ Your make use of **mistake proofing** strategies to avoid rework including: using data validation rules and locking cells in Excel as appropriate.
 - Create a mandatory input field where input field was optional before, but critical
 - Use automated entry of fields to eliminate human intervention