# Poka-yoke Methodology

## Defect
- Description, Picture, Diagram

<table>
<thead>
<tr>
<th>Description</th>
<th>Picture</th>
<th>Diagram</th>
</tr>
</thead>
<tbody>
<tr>
<td>Broken or Damaged</td>
<td>Missing Operation</td>
<td>Extra Part</td>
</tr>
<tr>
<td>Foreign Material</td>
<td>Wrong Part</td>
<td>Missing Part</td>
</tr>
<tr>
<td>Assembled Backwards</td>
<td>Assembly Not Aligned</td>
<td>Wrong Dimension</td>
</tr>
<tr>
<td>Wrong Specification</td>
<td>Wrong Feature</td>
<td>Other</td>
</tr>
</tbody>
</table>

## Countermeasure
- Description, Picture, Diagram

<table>
<thead>
<tr>
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</tr>
</thead>
<tbody>
<tr>
<td>Operator Approval</td>
<td>Customer Approval</td>
<td>Documentation</td>
</tr>
<tr>
<td>Inspection Plan</td>
<td>Training Plan</td>
<td>Improvement Plan</td>
</tr>
</tbody>
</table>

## Set and
- Operator Approval
- Customer Approval
- Documentation
- Inspection Plan
- Training Plan
- Improvement Plan

## Where was it made...
Where was it found...
When was it made...
When was it found...

## Supposed to happen?
- Direct observation.
  - Go to the "shop floor."
  - Walk from customer to supplier

## Actually happening?
- Ask "why not?"

## Ask Why?^5
- Ask "why" five times to find root cause.

## How?
- Test solutions.

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