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The Importance of using the Scientific Method to reduce variation in Worker Process Behaviors

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ABSTRACT

When companies seek to make sure their workers follow a fixed standard method of doing the work (also known as Standard Work), they often use ineffective methods ranging from excessive training to punitive criticism. The goal is to reduce the variation in Worker Process Behaviors that result in defects, service failures, customer complaints, loss of customers and loss of sales revenue. Reducing variation is a major goal of the popular Six Sigma methodology, but Six Sigma says very little about Worker Behaviors, other than training. Students of Applied Behavior Analysis know that Training is only an Antecedent, and just the beginning of the ABC process for building behavior up to a high and steady rate with little variation.

This session outlines how the Scientific Methods of Applied Behavior Analysis are more effective in reducing the variability of Worker Process Behaviors, without excessive training classes and without the undesirable side effects produced by punishment and negative reinforcement.