



A3 PROBLEM SOLVING

With a focus on A3 and application!

This full day session, for associates at any level in the organization, presents the basic problem solving tools with two critical elements – how to use the tools in an A3 format and how to apply A3 Problem Solving to an application.

Participants will gain an understanding of the appropriate application and effective use of each tool. In addition, using the tools with the A3 format will be practiced using real examples provided by the host facility or a simulation for groups with participants from several organizations. Application of group decision making (brainstorming, multi-voting, and consensus) to identify and analyze problems will also be incorporated.

Pre-requisite: *Overview of Lean* must be taken prior to attending *A3 Problem Solving*.

Course Content Includes:

- Root Cause Analysis
- Process Flowcharting
- Value Stream Mapping
- Pareto Chart
- Fishbone Diagram
- Histogram
- Scatter Diagram
- Control Charts
- Introduction to Error Proofing
- 9 Pitfalls of Problem Solving
- Application of the A3 format and Problem Solving tools through an in-class, hands-on simulation

Upon completion of the Problem Solving session, participants will be able to:

- Effectively identify and select problems for resolution
- Select team members for working on the problem
- Use and understand the 8 step A3 Problem Solving format
 - ◇ Identify the Problem or Need
 - ◇ Understanding the Current Situation/State
 - ◇ Goal Statement – Develop the Target State
 - ◇ Root Cause Analysis
 - ◇ Brainstorm/Determine Countermeasures
 - ◇ Countermeasures Implementation Plan
 - ◇ Check Results – Confirmation of Effect
 - ◇ Update Standard Work