A3 Problem Solving Course Outline

- Introduction to A3
- What is A3 Problem Solving?
- Origin of A3
- The Deming and Shewhart Improvement Cycles
  - Plan, Do, Check (Study), Act
- Plan
  - Qualification of the Symptom Experienced by the Customer
  - 5 Questions everyone should ask prior to A3 Problem Solving
  - Cross Functional Team Requirements
    - Leader, Champion, Subject Matter Experts
    - Team Organization and Rules
  - Quantified Symptom
- Do
  - Use of Problem Solving Tools to Achieve a Problem Description
  - Repeated Why technique to clarify Problem Statement
  - Deductive Methods
    - Ishikawa
    - Affinity Diagram
  - Inductive Methods
    - 5 Why
    - Comparative Analysis (Is / Is Not, BOB WOW)
- Check / Study
  - Define the Root Cause
  - Define the Quality Control Deficit
  - Define the Permanent Actions to address Root Cause and Quality Deficit
- Act
  - Implementation of Action
    - Validation of Actions using Statistical Tools
    - Statistical Significance of Actions
  - Prevent Recurrence and Lessons Learned
    - Updates to Documentation and Procedures
    - Feedback to FMEAs and other Prevention Methods
  - Establishment of Standard Work
  - Monitor Results