



Quality-One International

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