

A3 Problem Solving

Process Description		Date	Process holder			
Plan	Step 1	Subject / Background / History	Step 5	Countermeasures / Suggested Actions / Changes		Do
	What are we trying to achieve with this process? What is the Background to the problem (be as specific as possible) Give an explanation which helps people to better understand the problem State the importance of the problem		What specific actions are needed to eliminate the problem?			
	Step 2	Current Condition	Step 6	Implementation		Check
	Draw a diagram of current condition Highlight the problem Use data to explain the size of the problem		What	When (date)	Whom	
Step 3	Root Cause Analysis	Step 7	Evaluation		Act	
Collect and analyse data to identify root cause Use 5 Whys, Fishbone diagrams, Pareto charts		Check the results Did the improvement work? Did it work as well as we predicted? Collect data and compare before and after				
				Step 4	Target Condition / Future State / Desired outcome	Step 8
Draw a diagram of what the new process will look like Identify WHERE the Root Cause is being eliminated Define target to support proposed improvement		What actions must we do in future to sustain the improvement? Schedule meetings @ 7 / 30 / 90 days Did we achieve @ 7 / 30 / 90 days what we wanted? Is the problem eliminated and does the process show measurable improvement? Can we close this Problem Solving process and archive it as Complete / Closed?				