A3 Problem Solving

Process Description			Date		Process holder		

Plan

Step 1 — Subject/Background/History

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

Step 2 — Current Condition

Draw a diagram of current condition
Highlight the problem
Use data to explain the size of the problem

Step 3 — Root Cause Analysis

Collect and analyse data to identify root cause
Use 5 Whys, Fishbone diagrams, Pareto charts

Step 4 — Target Condition/Future State/Desired outcome

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

Do

Step 5 — Countermeasures/Suggested Actions/Changes

What specific actions are needed to eliminate the problem?

Step 6 — Implementation

What	When (date)	Whom

Check

Step 7 — Evaluation

Check the results
Did the improvement work?
Did it work as well as we predicted?
Collect data and compare before and after

Act

Step 8 — Follow-up

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 and does the process show measurable improvement?
Can we close this Problem Solving process and archive it as Complete/Closed?