

Root Cause Problem Solving with A3 Communication

The challenge with an ever evolving workforce is continuing to involve all employees in continuous improvement with the management team. The Problem Solving and Continuous Improvement methodology should become part of everyone's daily activity. The answer to "what's in it for me" must resonate with a knowledge that the continuous improvement activities will ultimately make everyone's job safer, easier to perform, and less frustrating. These attributes will become the factors which mold the Problem Solving and Continuous Improvement culture.

This program lays the foundation to create Problem Solvers with the ability to identify a problem, gather and analyze data, resolve the problem and standardize the procedures for improved performance. Two teams are trained in the A3 methodology of root cause analysis. Each team will understand and complete the A3 process several times. The projects will be directed to problems which can be resolved in one week. This allows each team to navigate the A3 process several times. The repetition of the process will help each participant develop a problem solving skill and ensures that the A3 process becomes part of the culture.

Outline of Program

A3 problem Solving is an 8 hour course delivered in 2 four-hour sessions one week apart, followed by 2 weekly one hour "coaching sessions" for each team. Each training session could contain up to 10 employees, separated into two teams, or approximately 5 employees working on two company related problems. Participants receive training, instruction on the basics of Root Cause Analysis, and apply that knowledge to solving a problem which has been identified by them. Through coaching sessions, the solutions are standardized and communicated to sustain the gains.

The first four hour training session focuses on the left side of the A3: Identify the root cause

- Structure a meaningful problem statement (in class)
- Describe the problem with numbers, check sheets, run charts, histogram, Pareto charts, etc.
- Training to identify root cause, cause & effect diagram & 5 Why's
- Homework - Collect data, analyze, and identify root cause

The second four hour training session (1 week later) focuses on the right side of the A3: Solving the problem

- Identify and structure a meaningful vision of the target condition, brainstorm & brain write ideas, affinity diagram, consensus for the best solution
- Agree on the action plan for solving the problem and achieving the target condition
- Implement the solution by following the action plan
- Evaluate the effectiveness, check sheets, run charts, histogram, Pareto charts, flowchart diagram
- Homework - Implement the actions and collect data to validate the degree of success

The Next two weeks - 2 hours of coaching time each week, one hour per team; implement the solution and verify the degree of success

- Implement the solution by following the action plan, identify additional A3 Opportunities
- Evaluate the effectiveness, check sheets, run charts, histogram, Pareto charts, etc.
- Homework - Work on additional A3's, collect data, analyze, identify root cause, and solve problems
- Sustain the improvement through standardization and by communicating the solution to the problem

See page 2 for more information
Contact us at info@nepirc.com

Deliverables to Client

As a result of this training, The business will enhance its continuous improvement capabilities and realize a greater Return on Investment. This training will help to advance a culture of teamwork for solving problems. The organization will better understand the value of working together to resolve problems while taking ownership for improving the performance of the business.

- Ten employees trained in utilizing the A3 methodology for problem solving
- Four to Six A3 style problems resolved
- Weekly coaching for the success of the initial activities, resource availability, staff skills and other factors.
- A post-event debrief communication to determine future steps that are a best fit given the success of the initial activities, resource availability, staff skills and other factors.

For more information contact us at info@nepirc.com