A3 Thinking

IOOUE

What Problem are you trying to solve?

BACKGROUND

- Why are you talking about it?
- What is the business case? What business problem are you trying to solve or analyze? Be very concise communicate WHY you are addressing this issue.

CURRENT CONDITION

- What is going on?
- Use facts, date,
- Be visual use Pareto charts, pie charts, sketches
- Make the problem clear

GOAL

• State the specific target(s). State in measurable or identifiable terms.

CAUSE ANALYSIS

• Use the simplest problem-analysis tool that will suffice to find the root cause of the problem: Five whys; fishbone diagram, problem or process analysis tree, 7 QC tools (old or new), tools from the Six Sigma, Kepner-Tragoe, Shainen, Taguchi, TRIZ or other toolbox of your choice.

Date:	Owner:
Approval Date:	Manager Approval:

TARGET CONDITION

- Your proposed countermeasures
- What do you want to happen

IMPLEMENTATION PLAN

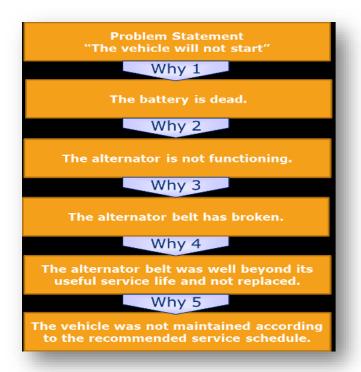
.What?	.Who?	.When?	.Where?

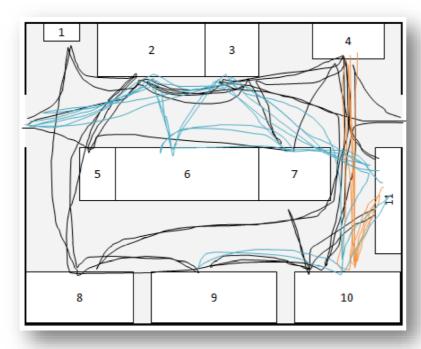
FOLLOW UP

• What issues or remaining problems can you anticipate?

Plan	Actual Results

Asking Powerful Questions – Root Cause Analysis





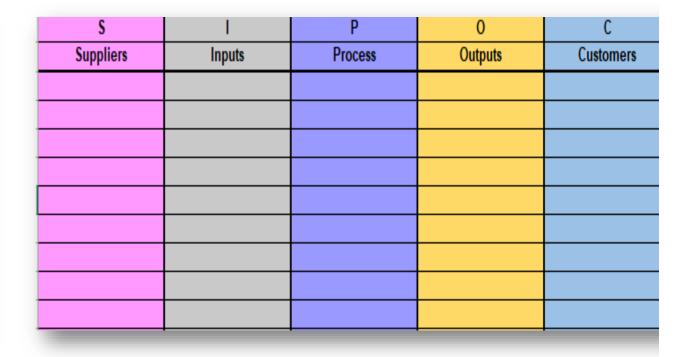
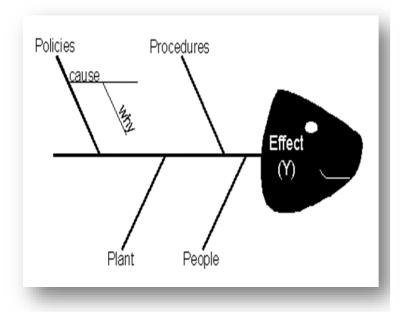
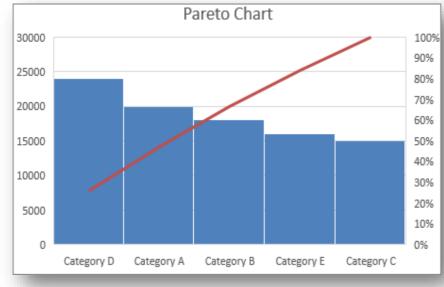


Figure 1 5 why's

Figure 2 Spaghetti Diagram

Figure 3 SIPOC Diagram





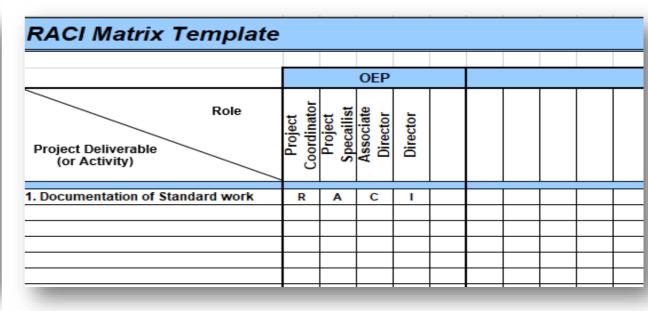


Figure 4 Fishbone/Ishikawa Diagram

Figure 5 Pareto Analysis Diagram

Figure 6 RACI Matrix

^{*}Please reference The Lean ToolBox book by John Bicheno and Matthias Holweg