

A3 Thinking

Date:	Owner:
Approval Date:	Manager Approval:

ISSUE
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, Shainin, Taguchi, TRIZ or other toolbox of your choice.

TARGET CONDITION

- Your proposed countermeasures
- What do you want to happen



IMPLEMENTATION PLAN

<i>What?</i>	<i>Who?</i>	<i>When?</i>	<i>Where?</i>



FOLLOW UP

- What issues or remaining problems can you anticipate?

Plan	Actual Results

