

A3 Problem Solving

with David Marriott, Senior Lean Coach, Lean Enterprise Academy

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 2 Paddington Village, Liverpool L7 3FA

Background

A3 Problem Solving has been widely used by Toyota for many years. This was popularised by John Shook when he shared the thinking behind the approach in the book *Managing to Learn* in 2009. Since that time, we've conducted multiple experiments and conducted lots of continuous improvement to the process of developing A3 8 Step Practical Problem Solving (PPS) capability.

The purpose of the workshop is to learn about the A3 approach and the thinking way behind each of the 8 Steps. PPS is a structured and effective problem-solving process used by individuals and teams to solve challenging, medium term, business, and operational problems.

Learn about the 8-step process, including clarifying the problem, containment, analysing & breaking it down, target setting, analysing the root cause(s), developing & planning countermeasures, confirming the results and standardising & sharing. Improve your problem-solving skills, preventing the reoccurrence of issues whilst improving results by applying the A3 8 Step Practical Problem Solving (PPS) process.



Purpose: Aims & Objectives

The purpose of this workshop is:

- To explain and understand the 8 steps of A3 PPS.
- Confirm your understanding by completing a Case Study.
- Summarise your thinking on a PPS A3.
- Learn how to evaluate your A3 and the PPS Process.
- Confirm your Understanding of the A3 8 Step PPS method.
- Prepare you to attempt your own A3.



Lean Enterprise Academy Limited

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Topics and materials that will be covered are:

- A3 8 Step PPS Teach Poster.
- Teach Poster Facilitation Guide.
- Delegate Workbook.
- 7 Problem Solving Tools.
- Practical Case Study.
- Completion of an A3 during the workshop.
- What a Good A3 8 Step PPS Looks Like.
- A3 8 Step PPS Evaluation Form.

Workshop Benefits

Through instruction, small group discussions, exercises participants will:

- Learn about the key elements of a A3 8 Step PPS.
- Discuss and reflect on how to go beyond where they are now – to close the next set of gaps (problems) in their organization.
- FREE 1 Year subscription to the LEA Online Learning Platform!

Related Materials

- [A3 8 Step Practical Problem Solving Teach Poster](#)
- [A3 Step Practical Problem Solving Facilitation Guide](#)
- [A3 Step Practical Problem Solving Delegate Workbook](#)
- [A3 8 Step Practical Problem Solving Skill Level 1: Knowledge Online](#)
- [A3 8 Step Practical Problem Solving Skill Level 2: Understanding Online](#)
- [Managing to Learn](#)
- [Four Types of Problems](#)

Who Should Attend?

- Leaders, management teams, lean practitioners and lean teams wanting to accelerate and improve the capability of their A3 problem solving skills.
- Supervisory and support staff wanting to learn how to develop the problem-solving capabilities of their team or department.
- Lean practitioners wanting to learn how to improve the effectiveness of their A3 problem solving efforts.
- Leaders & Management teams wanting to understand their role in helping to sustain and accelerate problem solving throughout their organisation.
- Organisations at any stage in a Lean transformation that are struggling with:
 - Failures to sustain the results from past improvement efforts.
 - A3's taking too long to do, don't know what they should include.
 - Past A3's not impacting business performance.
 - Developing further problem-solving capability.



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Further Information

- **Attendance** – 1 Day Workshop
- **Class size** – Maximum 20 people per day
- **Timings** – Each day will run from 09:00 – 17:00 breakfast & registration will be available from 08:00
- **Cost** – £450.00 (excluding VAT) per delegate
- **Materials** – A PDF copy of the materials will be available via the Lean Enterprise Academy website
- **Facilities** – Breakfast, refreshments and lunches will be provided by LEA]

FREE 1 Year Individual Learning Platform Subscription to the LEA Learning Platform! You will be sent an email with a discount code for the subscription once you have purchased the workshop. Learn more about the subscription [here](#).

We can also run these workshops in-house at your convenience, if you would like to explore this option, please contact us at info@leanuk.org or submit a contact form [here](#).

Follow up (optional)

LEA provides an ongoing mentoring service for organisations involved in making Lean transformations. Lean Transformation Master Plans, supporting A3s & VSM's developed by the organisation can be reviewed at 30/60/90 intervals. This provides the organisation with help and direction in sustaining the learning from the workshop process and helps highlight further learning opportunities that can be pulled, as and when required, by the organisation.

Book online at www.leanuk.org

The lessons learnt during this workshop fit within all elements of the Lean Transformation Framework



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