



WORKSHOP

A3 PRACTICAL PROBLEM-SOLVING WORKSHOP

This hands-on two-day workshop will develop your practical understanding and ability to frame, analyse and solve problems using A3 Thinking

LOCATION
Crnage Hall Hotel,
Holmes Chapel,
Cheshire, CW4 8EW

DATE
2nd & 3rd April 2019

EXPERT TRAINER
Bill Tiplady

TIME
09:00-17:00

EARLY BIRD COST
£795+VAT PER PERSON
if registered before
15th March 2019

LIST PRICE
£895+VAT PER PERSON

KEY FEATURES

- ▶ Two-day workshop will create a deep understanding true root cause and applying a structured approach to problem solving
- ▶ Includes scenarios, games, group activities and A3 end of course presentations to actively involve participants
- ▶ Avoid the pitfalls of jumping to 'solutions' and instead follow a structured disciplined process of problem solving
- ▶ Includes free parking, full bound workbook, refreshments and lunch on both days, Workshop restricted to 20 places to maximise learning experience
- ▶ Reduce the amount of fire-fighting and work-rounds and Kick-start A3 adoption in your organisation.

The A3 process is a problem-solving tool to foster learning, collaboration, and personal growth in employees.

This hands-on two-day workshop will develop your practical understanding and ability to frame, analyse and solve problems using A3 Thinking

By the end of this workshop delegates will be able to:

- ▶ Welcome mistakes as opportunities and have confidence in decision making through following a scientific method of problem solving
- ▶ Understand how a system of problem management and escalation helps improve the organisation and its performance
- ▶ Avoid the pitfalls of jumping to 'solutions' and instead follow a structured disciplined process of problem solving
- ▶ Reduce the amount of fire-fighting and work-rounds and kick start A3 adoption in your organisation
- ▶ Facilitate a team through

“Having attended the problem solving workshop, we were able to take the thinking that underpins the training to work on specific problems in manufacturing areas. We started by building a simple, robust A3 template and a set of practical ‘How-to’ tools to support it. By following a structured problem solving approach and bringing together other functions, we worked through each problem in stages. We are now working on our fourth ‘problem’ and seeing big benefits and much improved engagement from our workforce. I would recommend the True North Excellence workshop to those looking for a practical, friendly and effective learning experience.”

Continuous Improvement Leader

You will learn:

- ▶ The concepts of structured problem solving and the importance of team work to sustaining an improvement culture
- ▶ How to use and apply basic tools to identify and deliver improvements to workplace processes and procedures
- ▶ Appreciate concepts of team dynamics and apply practical tools to enhance team performance
- ▶ How to visualise using A3 thinking and when and how to use this powerful lean tool

Who should attend?

- ▶ People who see re-occurring problems every day in their company
- ▶ All levels of the organisation with a will and desire to solve and eradicate problems for good
- ▶ Senior managers who wish to improve their abilities to lead and manage
- ▶ Anyone who wishes to improve his or her critical lean thinking

Venue & Accommodation

Cranage Hall Hotel
Holmes Chapel
Cheshire, CW4 8EW

Overnight accommodation is not included in the registration fee. However, reduced rates at Cranage Hall is £90 including breakfast per room per night.

Please contact the hotel directly on 01477 536666 quoting ‘True North Excellence’ to redeem the accommodation discount.



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REGISTER AND PAY BEFORE 15TH MARCH 2019 & SAVE £100 PER PERSON

Agenda - 2nd April 2019

Day One - 09:00 - 17:00

Morning

Structured approaches to problem solving:

- ▶ PDCA
- ▶ DMAIC
- ▶ 8D
- ▶ A3 Thinking

Exercise

How teams solve problems

Problem identification and definition:

- ▶ Defining a problem - is/is not
- ▶ Writing a problem statement
- ▶ Speaking with data

Afternoon

Introduction to quality tools:

- ▶ Pareto
- ▶ Data collection

Simulation Exercise 1

- ▶ Collecting data
- ▶ Starting an A3
- ▶ Writing a problem statement

Cause and effect analysis:

- ▶ Fishbone
- ▶ 5 Why's
- ▶ Moving from creative to analytical thinking

Simulation Exercise 2

- ▶ Managing variability

Agenda - 3rd April 2019

Day Two - 09:00 - 16:00

Morning

Case study:

- ▶ Speaking with Data and Facts

Introduction to mapping techniques - process thinking

SOPs: The importance of standardisation

Introduction to SPC (statistical process control)

Reducing variation - demystifying Six Sigma

Afternoon

Simulation Exercise 3:

- ▶ Improving the process

Problem Management and A3 Thinking:

- ▶ Integrating A3s into daily work

Simulation Exercise 4:

- ▶ Sustaining the gains

Simulation Exercise 5:

- ▶ Demonstrating application of the learning of A3
- ▶ Preparation for end of course A3 Presentation

Group Presentations using A3 Thinking

MEET YOUR TRAINER

Bill Tiplady

Associate Practitioner, True North Excellence

Bill is a trail blazer for process thinking and Lean management and is regarded as a highly practical international Lean trainer and coach. His career started in the 1980's as an engineer at Rolls-Royce, he became Business Improvement Leader before joining management where he developed into a strategic and practical leader of improvement. For the past 20 years he has dedicated his career to developing the skills and behaviours required for people in both the manufacturing and service sector to transform and sustain Lean management within their organisations.

Bill has gained vast experience in the Automotive, Engineering, Textile, Chemicals, FMCG, Food and Drink, Electronics and Photonics Industry, both in the UK, Europe, China and North America.

He is passionate about his local football team, Burnley Football Club (we can't all be perfect).



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