



PRACTICAL PROBLEM SOLVING USING A3 THINKING

14TH-15TH MARCH 2018
OXFORD

HANDS-ON, TWO-DAY WORKSHOP TO DEVELOP YOUR ABILITY TO FRAME, ANALYSE AND SOLVE PROBLEMS USING THE LEAN A3 THINKING MANAGEMENT APPROACH.

KEY BENEFITS

- 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.

EARLY BIRD OFFER

REGISTER BEFORE 23RD FEBRUARY 2018 AND SAVE £100 PER PERSON

WORKSHOP DESCRIPTION

This practical two-day workshop will support your development of a culture of continuous improvement through understanding true root cause and applying a structured approach to problem solving.

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 the A3 process utilising key quality tools

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

“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

AGENDA

Day One – 14th March 2018, 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

Day Two - 15th March 2018, 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

CARL TOMLINSON, PRACTITIONER, TRUE NORTH EXCELLENCE

A leader in operations improvement, Carl has worked with companies of all types and sizes to initiate, advance, and sustain their Lean and continuous improvement journeys. His strengths in manufacturing and supply chain management have seen him lead significant change programmes, including several for blue chip companies.

Carl takes a strategic and inclusive approach to his work that includes using tools, systems and behaviours to deliver significant, practical and sustained business benefit. He has coached and led individuals, management and improvement teams. Making skills and knowledge transfer part of the change process, he is adept at connecting planning, supply chain and operations so they work more efficiently and effectively. His experience spans process, chemicals, electrical engineering, pharmaceuticals, engineered products, defence, garments, food, aerospace, building products, offices, and health. Carl is a true improvement professional.



DELEGATE FEES

EARLY BIRD £795.00* +VAT/per delegate

If booked and paid before Friday 23rd February 2018.

LIST PRICE £895.00* +VAT/per delegate

If booked and paid after Friday 23rd February 2018.

THIS COURSE IS ALSO
BEING RUN ON 12TH-13TH
JUNE 2018 IN MANCHESTER

Need help registering or a inquiry about group discounts? Contact **Nicola Corcos** on **0161 298 5556** or email **nicola@truenorthexcellence.com**

Delegate Details

Title	Forename	Surname	Job Title	Fees £
				£
Partner Code			Sub Total (exc VAT) £	Grand Total (exc VAT) £

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By signing this registration, I hereby confirm that I have and read understood and agree to be bound by the Terms & Conditions.

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		Job Title

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Cancellation Policy: Should you be unable to attend, you are welcome to field a substitute delegate. The organisers (True North Excellence Ltd.) should be informed up to three working days before the departure date. A full refund will be paid if the delegate or his company cancels in writing within 30-days of the event, minus a £100 per delegate enrolment and administration fee. Regrettably we do not provide refunds less than 30-days before the event.

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FOUR WAYS TO REGISTER:

- 1 **Telephone:** +44 (0)161 298 5556
- 2 **Email:** nicola.corcos@truenorthexcellence.com
- 3 **Post this form to:** True North Excellence Ltd., Smithy Cottage, Stowford, Crewe, Cheshire CW1 5XP.
- 4 **Book online:** Visit the course webpage to make secure online credit card payment by visiting www.truenorthexcellence.com/courses