

VIRTUAL TRAINING & COACHING

PRACTICAL PROBLEM SOLVING USING A3 THINKING

Module 1: Wednesday 29th Sep 2021: 08:30-11:30 ET  13:30-16:30pm 

Module 2: Wednesday 6th Oct 2021: 08:30-11:30 ET  13:30-16:30pm 

Module 3: Wednesday 13th Oct 2021: 08:30-11:30 ET  13:30-16:30pm 

*Weekly coaching sessions arranged with each delegate/company requirements

By the end of this training programme delegates will be able to:

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



AVAILABLE IN-HOUSE:

Do you have 8 or more people to train?

True North Excellence can deliver this course on-site or online to groups of 8 or more. Please contact Nicola on 0161 298 5556 or email nicola@truenorthexcellence.com

This course is delivered through:



3 x 3 hour live virtual classroom sessions with your expert instructor



2 x 2-hour Gemba focused practical homework assignments



3 x 1 hour virtual coaching sessions with instructor (1-2-1 or 1-2-Company)



Total time
16 hours over three weeks



EARLY BIRD OFFER

£645 if booked and paid before 27th Aug 2021

£795 if booked after 27th Aug 2021

*Places limited to 14 delegates

The A3 process is a problem-solving Lean methodology developed used extensively by Toyota to foster learning, collaboration, and personal growth in employees.

Avoid jumping to solutions and continually firefighting by moving to a structured, disciplined approach to problem solving A3 methodology.

Learn the people side of A3 Problem Solving to kick start and then sustain Practical Problem Solving in your organisation.

Continued Learning:

All attendees receive 6-month access to the full recordings of the training sessions, slides decks, templates and materials used in the course. You can access these recordings at any time, allowing you to revisit key learning areas to further help and develop the application of your new skills.



Learning Outcomes include:

- ▶ Manage issues within the plant as clear problems to solve
- ▶ Understand there are three types of problems that each require different actives
- ▶ Difference between problem solving and continuous improvement
- ▶ Correctly identify and define a problem to solve
- ▶ Understand the different levels of data and how to drill down
- ▶ How to apply Toyota's 7 Quality Tools
- ▶ Using data to break the problem down

You will learn:

- ▶ The concepts of structured practical problem solving
- ▶ 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 problem solving
- ▶ Anyone who wishes to improve his or her critical lean thinking

Module 1:

Foundations for Effective Problem Solving

29th September 2021 08:30-11:30 ET / 13:30-16:30pm GMT

- ▶ Why Lean Thinking organisations welcome problems every day
- ▶ Why should we bother problem solving?
- ▶ What is a problem, and what is not?
- ▶ A3 Thinking, DMAIC, 8D and Plan, Do, Check, Act (PDCA)
- ▶ Understanding the hierarchy of problem-solving tools and techniques
- ▶ Removing barriers to effective problem solving

Followed by:

- Gemba focused practical homework assignment 2hrs
- 1 hour virtual coaching sessions with instructor (1-2-1 or 1-2-Company)

Module 2:

Applying Toyota's A3 Problem Solving Methodology

6th October 2021 08:30-11:30 ET / 13:30-16:30pm GMT

- ▶ How a poorly defined problem creates more problems than it solves
- ▶ The importance of using data
- ▶ The three types of cause / understanding
- ▶ Toyota's 7 Quality Tools
 - ▶ Check sheets
 - ▶ Pareto
 - ▶ Control charts
 - ▶ Histogram
 - ▶ Fishbone
 - ▶ Process Map/Flow Chart
 - ▶ Scatter diagram

Followed by:

- ▶ Gemba focused practical homework assignment 2hrs
- ▶ 1 hour virtual coaching sessions with instructor (1-2-1 or 1-2-Company)

Module 3:

Root Cause Analysis in A3 Thinking

13th October 2021 08:30-11:30 ET / 13:30-16:30pm GMT

- ▶ What are Containment actions and focusing on the customer?
- ▶ Using 5 Why to determine root cause
- ▶ Identifying and implementing countermeasures
- ▶ How to confirm, standardise and share
- ▶ How to formulate actions plans
- ▶ Leading with questions
- ▶ Process Confirmation

Last coaching session is to help guide and support you as you experiment and apply your new skills in your own work, 3-5 weeks after the final module.

Virtual Training and Coaching with True North Excellence

This is what our customers say on our virtual courses and coaching:

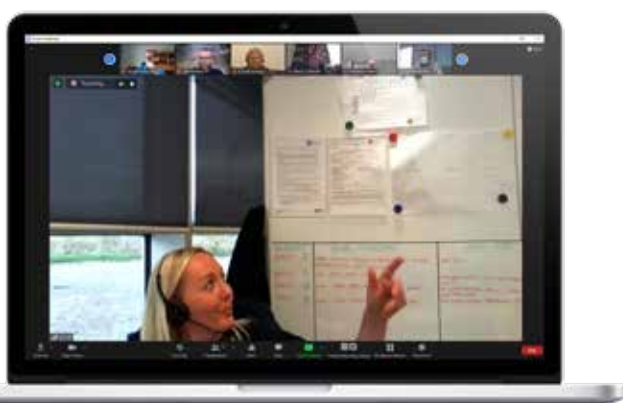
“I was a little sceptical going into the ‘online’ training course, however it has been great. Fantastic to take some time out to reflect, revisit some previously learned competencies and learn new ways of thinking and addressing issues.....great work guys!”

D Lawson, Operations Director,
Dover Fueling Solutions, November 2020



“I expected the virtual course it to be of a high standard and it has been. I think the coaching is a masterstroke which has taken the course to a much more meaningful level. I like that the course uses a broad series of techniques and experience which are not just the usual suspects.”

L Barker, Operations Director, Dakin Flathers Ltd, December 2020



“10/10 Our instructor has been a great teacher! Very helpful defining the problems and showing examples of solutions to help me get a better understanding of each one.”

C Berry, Global Business Systems Specialist,
Colorcon Global Headquarters USA, December 2020

“I have really enjoyed it and found it to be engaging and inspiring. The blend of training and coaching is particularly effective. The management of the virtual meetings is done really well, and the environment is friendly. In many ways I prefer this delivery method to an off-site training course. It avoids the travel and time away from work. And the way the course is spread over time allows the content to be digested and explored in more practical ways with the coach.”

K Grice, Manufacturing Manager, Hexion, November 2020

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DELEGATE FEES

EARLY BIRD £645.00 +VAT/per delegate

If booked and paid before 27th August 2021

LIST PRICE £795.00 +VAT/per delegate

If booked and paid after 27th August 2021

Module 1: 29th Sep 08:30-11:30 ET / 13:30-16:30pm GMT

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Module 3: 13th Oct 08:30-11:30 ET / 13:30-16:30pm GMT

Places are restricted to 14 delegates only.

Book early to secure your place.

Need help registering or an enquiry 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) £
Company Name		
Company Address		
		Postcode
Tel No.		Fax No.
Email		

No contract between True North Excellence Ltd. and you in respect of your attendance at the seminar/s will come into existence unless and until True North Excellence Ltd. accepts your booking by issuing an email confirmation of acceptance to you. Places are subject to availability and please note that acceptance of booking requests is entirely at the discretion of True North Excellence Ltd.

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

Signed		Date	
Name		Job Title	

Terms and Conditions

True North Excellence reserves the right to make changes to the programme should this be necessary. Please note that we might film, record or photograph all, or part of our online and real time events and training. Footage, photography or audio may be broadcast after the event and used in a professional context.

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 their company cancels in writing within 30-days of the event, minus a £50 cancellation fee.

Online Training Facilities

We will publish the minimum software and hardware requirements for accessing our online and digital services. It is the delegates responsibility to check these prior to the course and cancel within the required timescales where these cannot be met.

True North Excellence will not be responsible for failures to connect due to software or hardware requirements not being met, internet drop-outs or failures, issues with firewalls or being unable to download the required software due to internal security policies.

Privacy Policy

The personal information, name, job title, company name, email address, telephone number provided as a result of any course booking will be stored on True North Excellence user database (unless you notify us that you no longer wish us to retain such information, in which case it will be deleted). True North Excellence will only use your personal information to contact you (for example by email, mail or telephone) for those purposes to which you have previously consented on the site. For example, if you register on the site, True North Excellence will email to you True North Excellences monthly email and contact you about relevant products and services offered by True North Excellence or by reputable third parties. You may cancel your subscription to True North Excellences communications at any time. To view the full privacy policy please visit <http://www.truenorthexcellence.com/privacy/>

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., 207 Knutsford Road, Grappenhall, Warrington WA4 2QL

4 Book online:
Visit the course webpage to make secure online credit card payment by visiting www.truenorthexcellence.com/courses