

LIVE VIRTUAL WORKSHOP

PRACTICAL PROBLEM SOLVING USING A3 THINKING

Session 1: 17th Nov 2020 09:00-12:00 London Time

Session 2: 24th Nov 2020 09:00-12:00 London Time

Session 3: 1st Dec 2020 09:00-12:00 London Time

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

- ▶ Reduce the amount of fire-fighting and work-rounds and kick start A3 adoption 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 a large group of people to train?

True North Excellence can deliver this course on-site or online at your own premises. 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



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



Total time
15 hours over three weeks

Delegate Fees:

**£595 +VAT
per person**

*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.

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

MEET YOUR TRAINER

Stuart Mitton

Associate, True North Excellence

Stuart is a Lean Thinking and Engagement coach and trainer who works with leaders and their teams to enable successful and sustainable Lean Transformations. Having started as an apprentice with Rolls Royce, Stuarts industrial career spanned over 20 years in management and Continuous Improvement with companies including Rolls-Royce, Bentley, and Cosworth Racing.



Session 1:

Foundations for Effective Problem Solving

17th Nov 2020 09:00-12:00 London Time

- ▶ 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)

Session 2:

Applying Toyota's A3 Problem Solving Methodology

24th Nov 2020 09:00-12:00 London Time

- ▶ 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)

Session 3:

Route Cause Analysis in A3 Thinking

1st December 2020 09:00-12:00 London Time

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

