

A3 PROBLEM SOLVING

Author: _____

Date Started: _____

Last Updated: _____

Sponsor: _____

1. Problem Statement

Describe the problem in 1-2 sentences.

2. Importance

Why is it important to solve this problem?

3. Current Condition

What do you see that indicates a problem?

Experience • Observation • Anecdotal

Data • Measures • Charts • Graphs

4. Goal Statement

What are you aiming for and by when? Be specific so you'll know when you're successful. Use numbers whenever possible.

5. Root-Cause Analysis

What is your most likely root cause?

6. Countermeasures

What action(s) will you take to reduce or eliminate the root cause?

7. Initial Action Plan

Who does what and when to implement the countermeasures?

ACTION	LEAD	START	COMPLETE	STATUS

8. Progress Check

Are the countermeasures having the intended impact?

DATE	PROGRESS TOWARD GOAL	INSIGHTS & LEARNINGS

9. Follow-Up Action

What still needs to be done to prevent, standardize, and communicate?

ACTION	LEAD	START	COMPLETE	STATUS