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Course ID: S02

TOYOTA A3 8-STEP PROBLEM SOLVING

Onsite course: Two-day workshop with project work

1. What is this course about?

The Toyota A3 8-step problem solving process is highly interactive and collaborative in nature. The objective is to enable the problem solver and team to 'find a problem, solve a problem and prevent a problem from coming back'. The 8 steps are written up or drawn on an A3 size sheet of paper. This encourages brevity and facilitates sharing of information amongst all stakeholders.

This 2-day onsite 8-step problem solving course will enable all participating problem-solvers to approach problems with confidence, and to use a standard systematic process to resolve those problems. The workshop takes place over one full workday. Participants who complete an organization based A3 team project will receive a Lean Ireland Lean Practitioner Level 1 certificate.

2. What will you achieve?

Upon completion of this certified course, you will:

- Understand how to define and root cause a process problem;
- The advantages of using a selection of problem solving tools;
- Understand how and where to use the tools;
- Be enabled to work in a team to define and analyse process problems, and
- Be able to complete a small scale project using the 8-step A3 problem solving approach.

Candidates who complete the assignments and participate actively in the team-based A3 project, will be awarded a Lean Practitioner Level 1 certificate.

3. How will you be supported?

During this onsite course, you will

- a) be able to ask questions & discuss process problems with the course tutor and other participants;
- b) be able to download all lean course training materials for your own future use, and
- c) project team mentoring is provided by the tutor after the course is over, as required.

The onsite course takes place over two full day workshops, run back-to-back. Before the course starts, you will select a project on which to work during the course. The course tutor will help with project selection and scope. Within one month of the final workshop, you will present your team project for certification.

4. What topics will be covered?

ID and title	Content	Duration
Day 1 Steps 1, 2 & 3	Introductions Review of 8 step A3 template Step 1 - Clarify the problem Learning to see Who is Tim Wood and why does he matter? The 7 wastes and continuous process improvement Step 2 - Breakdown the problem What's your problem? Writing a problem statement Data collection and graphing - Run chart, histogram box plot & Pareto chart Photographs SIPOC charting Process problem data review Step 3 - Set the target Target setting - focusing the team effort Quiz	240 mins
Day 2 Steps 4, 5, 6 & 7	Step 4 - Analyse root cause Why? Why? Why? Why? Why? Fishbone analysis Why do human beings make mistakes? Step 5 - Develop countermeasures Simple error proofing techniques 5S: the five pillars of workplace organization Step 6 - Implement countermeasures Implementation plan Step 7 - Monitor results & process Process performance monitoring Step 8 - Standardise & share success Standard work methods & template Quiz A3 project template review	240 mins
Project certification review	Team presentation of completed A3 projects.	60 mins

Training files are shared with all participants after the workshop, such that participants can complete exercises themselves.

5. How do you certify?

On completion of the course, you will receive a Lean Ireland Lean Practitioner Level 1 certificate. The certificate is awarded to those who have full attendance, and work in a team to complete and present an A3 project. The project material is provided by Lean Ireland. This level of competency is in line with guidelines provided in [ISO 18404 guidelines](#) (*Quantitative methods in process improvement – Six Sigma – Competencies for key personnel and their organizations in relation to Six Sigma and Lean implementation*).

The certificate is awarded by Lean Ireland.

6. Who is this course for?

The course is suitable for all personnel (e.g. directors, managers, supervisors, laboratory analysis, quality professionals, administrators, engineers, financial analysts, doctors, nurses, porters, planners, product builders, buyers, plasterers, tool makers) who will be taking part in process

improvement in the organization. Over time all personnel in the organisation participate in 8-step problem solving training and complete a team based continuous improvement project. The learning programme is usually spread out over a 2-year time period. New employees undergo 8 step problem solving training within 6 months of joining the company.

6. Where can you find out more?

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7. Tailor your course

This course is tailored for the organisation. In advance of course commencement, a projects is selected by the course sponsor, in agreement with lean Ireland. The team works on this project A3 during and after the workshops. Additional tailoring may include the use of specific statistical software, or a focus on particular lean tools. Also, the course can be hosted on any other suitable onsite learning platform of your choice. Please contact us to discuss your needs.