

A3 PROBLEM SOLVING

Author: _____ Date Started: _____ Last Updated: _____ Sponsor: _____

1. Problem Statement Describe the problem in one or two 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 if and when you're successful. Use numbers whenever possible.

5. Root-Cause Analysis What is your most likely root cause?

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

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

ACTION	LEAD	START	COMPLETE	STATUS