



Crystal Lean Solutions

**Training**  
Academy

# A3 Problem Solving



## A3 Problem Solving

<b>DURATION:</b>	1 Day
<b>ACCREDITATION:</b>	Crystal Lean Solutions
<b>COURSE CODE:</b>	1046

### **AIM:**

The A3 Problem Solving programme provides learners with the knowledge and skills to identify and eliminate the Root Cause of Problems using the A3 Report template systematically and effectively.

### **OBJECTIVES:**

At the end of the course, learners will be able to:

- ✿ Identify the critical elements of the Problem-Solving process
- ✿ Clearly define the requirements for each phase of the Problem-Solving process
- ✿ Implement the Problem-Solving Process to a practical example
- ✿ Apply A3 problem solving to solve a problem

### **THIS PROGRAMME IS FOR:**

The A3 Problem Solving course is suitable for anyone looking to identify and eliminate the root causes of issues using a systematic methodology to help prevent re-occurrence of the problem, including:

- ✿ Process Operators and Technicians
- ✿ Quality, Manufacturing, Maintenance, and Design Engineers
- ✿ Middle, Senior, and Value Stream Managers

## **PROGRAMME CONTENT:**

- ✿ Introduction to Lateral and Vertical Thinking
- ✿ The Problem-Solving process
- ✿ Types of Problem Solving
- ✿ A3 Problem Solving methodology
- ✿ The 8 steps in the A3 process
- ✿ Problem Statement – Complete current state analysis
- ✿ Process Mapping – Collecting and analysing data
- ✿ Complete Root Cause Analysis – The 5 Why, Cause and Effect Diagram
- ✿ Types of Causes – Direct, Contributing, Root Cause
- ✿ Action Planning – Containment, Corrective and Preventative Actions.
- ✿ Sustaining the gain
- ✿ Practical Application of the A3 process during training

<b>ASSESSMENT:</b>	Not Applicable
<b>GRADING:</b>	Not Applicable
<b>PROGRAMME DELIVERY:</b>	Classroom
<b>TOTAL DURATION OF THE PROGRAMME INCLUDES:</b>	1 Day Classroom Based Training
<b>CERTIFICATION CRITERIA:</b>	Attend Training
<b>CERTIFICATION BODY:</b>	Crystal Lean Solutions – Certificate of Completion
<b>RECOGNITION OF PRIOR LEARNING (RPL):</b>	Not Applicable
<b>PRE-REQUISITE:</b>	Not Applicable

**OTHER COURSES OF INTEREST FROM THE CLS TRAINING ACADEMY:**



- ✿ Human Error Problem Solving
- ✿ Professional Diploma in Leadership
- ✿ Lean Six Sigma Yellow Belt
- ✿ Lean Six Sigma Green Belt
- ✿ Professional Coaching Skills
- ✿ Team Dynamics
- ✿ Effective Presentation Skills
- ✿ Leading with Emotional Intelligence