VROLEN - ORIGINAL A3 LAYOUT

A3 problem-solving worksheet

Fill it in order and write the evidence for every claim. If a section has no evidence, go and get some before continuing.

Title _____ Owner _____ Coach _____ Date _____

1 Background

Why does this matter to the customer or the system?

Check: could someone outside the team understand why this matters?

2 Current condition

What is happening now? Record where, when, the measured result and what you observed.

Check: does every factual claim have a measurement or observation behind it?

3 Target condition

State the measure, target, scope, due date and period for checking the result.

Check: would two people agree on whether the target was met?

4 Causal analysis

Each candidate cause, the test you used, and the result (supported / ruled out).

Check: could each test have proved the cause wrong?

5 Countermeasures

What will you change? Link each change to a tested cause.

Check: is this the smallest safe change that addresses the cause?

6 Implementation plan

Action - responsible person - due date - safety and quality checks.

Check: does every action have one owner and one date?

7 Follow-up

Compare the predicted and observed results over the agreed period. Record side effects, lessons and changes to standard work.

Check: did you compare the result with both the prediction and the starting condition?

© Vrolen