

# A3 for Support Processes Course Outline

## Lesson 1 | A3 & PDCA

- Understand that the A3 model is based on the PDCA cycle.
- Recognize how the A3 reporting structure provides a compelling visual means of tracking and communicating the progress of addressing a problem.

## Lesson 2 | Plan: A3 Steps 1-6

- Know how to clarify and validate the problem.
- Be able to use data to identify the performance shortfall and where in the process is it falling short.
- Understand how to contain “harm” and stabilize the process for the short-term.
- Recognize how to establish a target for the future state.
- Appreciate how to use tools and techniques to identify the root cause.
- Understand how to develop countermeasures to the root cause.

## Lesson 3 | Do: A3 Step 7

- Understand how to develop Action Plans using either Simple or Complex Action Plans formats.
- Learn how to use Project Management tools such as Activity Plans, PERT Charts and Gantt Charts to develop Action Plans to manage and track execution of the countermeasure.

## Lesson 4 | Check: A3 Step 8

- Confirm that the countermeasure will do what it was intended to do under all reasonable conditions.
- Use techniques to ensure the problem does not recur.
- Remove unnecessary “Contain & Stabilize” measures.

## Lesson 5 | Act: A3 Step 9

- Know which associated documents and systems to update.
- Recognize how powerful it can be to share Lessons Learned.

## Lesson 6 | Helpful Tips

- To be aware of ten tips that can help A3 Teams be effective and efficient when conducting A3 Projects.

## Challenge

- An assessment of the learner's progress in this course.