

# A3 PROBLEM SOLVING

Author: \_\_\_\_\_

Date Started: \_\_\_\_\_

Last Updated: \_\_\_\_\_

Sponsor: \_\_\_\_\_

## 1. Problem Statement Describe the problem in 1-2 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 when you're successful. Use numbers whenever possible.

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

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

ACTION	LEAD	START	COMPLETE	STATUS