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 • Gra	phs								
4. Goal Statement What you're successful. Use num	at are you aiming for a nbers whenever possib	nd by when? Be spe lle.	cific so you'll know if and when						
5. Root-Cause Analysis What is your most likely root cause?									

A3 PROBLEM SOLVING

6. Key Countermeasures What action(s) will you take to reduce or eliminate the root cause?									
7. Initial Action Plan Who does what and when to implement the countermeasures?									
ACTION	I	LEAD	STA	RT	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	ST	TART	COMPLETE	STATUS			