

A3 Problem-Solving Methodology: *Developing "Thinking Problem Solvers"*

Presented by Mike Osterling

2 sessions: May 7th and May 21st 2010; 8:00 a.m.-5:00 p.m.

Hosted by Dimension One Spas
2611 Business Park Drive Vista, CA 92081

IMPROVE
PROBLEM-SOLVING
SKILLS



BUILD CONSENSUS
DURING THE
PROBLEM-SOLVING
PROCESS

Workshop Objectives

- Learn the features of the A3 form and its relationship to the PDCA cycle.
- Learn what the A3 iterative problem solving process is, and what its role is in creating "thinking problem solvers."
- See how the A3 form serves as the 5S of information in the problem solving process.
- Learn the step-by-step approach for utilizing the A3 process for solving problems.
- Understand the roles and responsibilities of the A3 Owner, and the A3 Coach in the A3 problem solving process.
- Apply this new knowledge to an actual problem and begin developing your own A3.

What is A3?

The A3 problem-solving approach has been credited as being the key element of the Toyota Production System. The A3 format is recognized as a means to document problems, countermeasures and results. However, the true power of the A3 approach is its ability to build consensus during the problem-solving process, as well as its effectiveness in developing problem-solving skills. The A3 methodology goes a long way in defining the new role of managers, supervisors and other support personnel within a lean organization. In this interactive workshop learn about the roles and responsibilities of A3 owners and A3 coaches and how you can apply this management technique in your own environment.

This workshop is most effective if attended by teams of two or more (but not mandatory) and includes homework and in-class group work. Bring a problem to work on during the workshop. The break between the two sessions is scheduled allow participants to put your new knowledge to work.

MIKE OSTERLING has more than 25 years of management experience and has been supporting organizations on their lean journey for the last 12 years. As the Lean Manufacturing Manager for Square D Company for six years Mike guided their application of the lean approach in manufacturing and non-manufacturing areas. An independent consultant for the last 10 years, Mike has worked in a variety of industries including aerospace, capital equipment, medical products, consumer goods, automotive, construction and pharmaceuticals. A founder of San Diego State University's Lean Enterprise Certificate Program in 1999, he continues to teach in the program and in UCSD's Lean Enterprise Program. Fluent in Spanish, Mike earned his MBA in International Business from San Diego State University and holds a BS in Production and Operations Management. He is a Certified Trainer for the Implementation of Lean Manufacturing through the University of Kentucky, is a Six Sigma Black Belt and is CPIM certified through APICS. Mike is co-author of the book "The Kaizen Event Planner: Achieving Rapid Improvement in Office, Service and Technical Environments" as well as "Metrics-Based Process Mapping: An Excel-Based Solution", both published by Productivity Press.

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