

5 Why's & A3

Problem Solving

Introduction

5 why's is a very useful tool which is one of the foundation blocks of structured problem solving. The process of asking 'WHY' switches our thinking from INTUITIVE / FAST (reactive thinking) to SLOW (structured problem solving).

Relatively simple problems can be solved by individuals using the 5Y tool and escalated where they need assistance outside of their circle of control. Unsolved 5 why's can be escalated to the A3 tool for team based problem-solving. An A3 can also be started on recognition of problems being more complex than what can be handled with a 5 why.

5 why's and A3 are excellent tools for providing opportunities for individuals & teams to contribute to continuous improvement of your business.

Learning Outcomes

- **PROCESS:** Problem-solving tools like 5 Why's & A3 provide structure for individuals and teams and reduce reactivity
- **CLARITY:** What problems are suitable for the 5 Why & A3 tools. Asking 'WHY' acts as a in our thinking. How to apply the 3-way test. When to start a 5Y & when to escalate for assistance
- **IDEATION:** Understand how effective the Ishikawa / Fishbone tool is for brainstorming and how it opens up our thinking to other causes & solutions
- **ENGAGE:** Managing 5 Why's & A3's at team meetings positively impacts workplace culture. Individuals and teams become part of the solution
- **LEADING:** Understand when to start a 5 Why. When to start an A3. And when to escalate from 5 Why to A3. When to escalate to a 12-step RCA (Root Cause Analysis)

Business Benefits

Companies that help employees implement structured problem-solving tools into daily activities experience:

- Structured problem-solving initiatives
- Enhanced employee engagement
- Reduced reactivity in the workplace
- Constructive improvement ideas being raised from lower levels
- Improved continuous improvement opportunities
- Root causes being fixed properly
- Employees being more open minded to other causes / solutions
- Employees more open to coaching



Contact for more information:

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SIRF Roundtables

Problem Solving

Course Outline

5 Why's (First half of course)

- Why do structured problem solving
- Understanding what problems are suitable for the 5Y tool
- RCA2Go software training
- Prioritising problems according to risk
- How to properly define a problem without jumping to solutions
- Understanding 5y three-way test to validate causes
- When to start a 5Y
- Real current unsolved problems suitable for the 5Y tool from your workplace

A3 problem-solving (Second half of course)

- Fishbone / Ishikawa diagram
- Case study
- Components of effective A3 -Problem Solving
- Explore the 7 Quality Tools and picking the right graphical representation for data
- When to initiate an A3 structured problem-solving initiative
- Real current unsolved problem from your workplace

Workshop Methodology

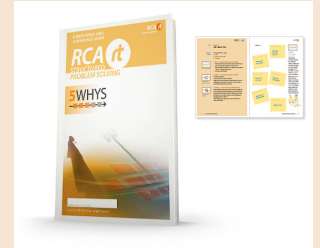
This course is presented in a group setting (face2face or online) with the participants involved in team-based activities. Trainees work through a mix of scenarios & real problems. The key objective of this course is for all participants to acquire practical skills they can apply in their workplace.

Who Should Attend

This training is aimed at shop floor through to team leader / supervisor levels and anyone wanting to lead / coach problem-solving initiatives in the workplace looking to influence workplace culture.

Other Courses

5 Why's



- When to use 5 Why's
- Three-way test
- Work on real problems

12-Step RCA & Cause Tree



- 12-Step RCA is the ideal tool for complex problems.
- Business Case, ROI & recommendations on real issue.
- Note: Pre-requisite for HSEQ (ICAM)

HSEQ (ICAM)



- Follows Professor James Reason's Swiss Cheese causation model for Incident Cause Analysis Method (ICAM).
- Issue investigation & reporting



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