

## A3 Problem Solving 1 day

### **One page, one problem, one team working through it together.**

The A3 approach takes its name from the paper it fits on. The simplicity is deliberate, it drives clarity of thinking, keeps improvement visible and creates a shared language that spreads across teams and functions over time.

A3 is more than a template however, it is a way of thinking rooted in the Plan-Do-Check-Act cycle and the Toyota principle of genchi genbutsu - going to where the work happens, understanding the problem firsthand, and solving it with the people who know it best. Done consistently, A3s don't just fix individual problems; they build a library of organisational learning and a culture where improvement becomes habit.

This practical programme gives participants the tools, structure and confidence to start A3s immediately.

### What You'll Learn

By the end of this programme, you will be able to:

- Explain the purpose and philosophy behind A3 thinking and its roots in Lean and PDCA
- Frame and scope a problem clearly, avoiding the common trap of jumping to solutions
- Apply the key tools that sit under each section of the A3, from problem framing to root cause analysis to control and review
- Facilitate an A3 with their team, engaging the people closest to the problem in finding and owning the solution
- Build and maintain an A3 library that captures organisational learning and supports wider CI deployment
- Use A3s as a coaching tool to develop problem-solving capability in others

### Delivery Format

- Typically delivered as a 1-day workshop (or 2 half-day sessions)
- In-company delivery (on-site or virtual)
- Highly interactive and hands-on throughout
- Includes A3 templates and supporting materials
- Can be tailored to your organisation's processes and challenges

### Who Should Attend?

- Team leaders, supervisors, and managers involved in problem solving
- Continuous improvement and operational professionals
- Anyone responsible for improving processes or performance
- Teams looking to develop a consistent, structured approach to problem solving
- Organisations seeking to embed a culture of continuous improvement

## Why Choose This Course?

This programme provides participants with the confidence and capability to tackle problems effectively.

Participants gain:

- A simple, proven framework for solving problems collaboratively
- Hands-on experience applying A3 thinking to real challenges
- Confidence to lead and facilitate structured problem-solving activities
- Skills to uncover root causes and deliver sustainable solutions
- A practical tool that requires no specialist software or resource
- The ability to build lasting organisational learning through A3s
- The satisfaction that comes from actively contributing to problem-solving, and an appetite for more

## Course Content

Our course introduces the fundamentals of A3 Problem Solving. You'll learn how to apply A3 thinking using a range of practical tools and techniques, including:

- Framing and scoping problems with clarity and focus
- Current state analysis and going to the source
- Root cause analysis and structured questioning techniques
- Developing and testing effective countermeasures
- Applying the Plan-Do-Check-Act (PDCA) cycle
- Structured A3 storytelling and visual communication
- Methods for implementation, follow-up, and sustainment
- Tools and techniques for facilitation, coaching, and team engagement

## Why Choose Catalyst?

Catalyst delivers results, not just services. We blend consulting, coaching, training, and AI-powered tools into a seamless support system that meets teams where they are, developing capability at every level.

Thousands trust us to support their learning and continuous improvement journeys. With over 30 years' experience in performance improvement training and consultancy, we make complex concepts practical, accessible, and engaging. Our short courses in quality and improvement tools are designed by experienced practitioners, ensuring content that is relevant and immediately applicable. We combine deep expertise with interactive delivery to help participants confidently apply what they learn. Catalyst is accredited by the British Quality Foundation and the Lean Competency System (LCS), and is recommended by the Chartered Quality Institute.