

TOYOTA WAY: A3 THINKING PROCESS

DURATION: 2 DAYS

TIME SCHEDULE

Time: 9:00am to 5:00pm

Lunch Break: 1:00pm to 2:00pm

INTRODUCTION

This training program provides an overview of the concept and procedures for developing an A3 report with strong emphasis on the thinking how Toyota solves problems, creates plans and gets new things done while developing an organization of thinking problem-solvers.

BENEFITS

Upon completion of this program, participants will be able to:

- Understand the concept of Toyota A3 thinking with emphasize on PDCA
- Use the basic types of A3 reports and templates
- Use A3 thinking to problem solving, develop critical thinking and build consensus within organization

KEY CONTENT

MODULE 1-INTRODUCTION

- What is Toyota Production System?
- Toyota Way Principles
- Importance of RCPS (Root Cause Problem Solving)
- Understanding PDCA (Plan Do Check Act)

Objective: Understand the basic concept of Toyota Production System

Outcome: Determine the 2 key tools of TPS

Hours: 30 minutes

MODULE 2-WASTE IDENTIFICATIONS

- 7 “deadly” wastes - TIMWOOD
 - Transportation
 - Inventory
 - Motion
 - Waiting
 - Over-processing
 - Over-production
 - Defects
- Value added/Non Value Added

Objective: Understand the key benefits of Toyota Production System

Outcome: Determine the 7 key benefits of TPS

Hours: 30 minutes

MODULE 3-TOOLS & TECHNIQUES

- 7 QC Tools

- Check Sheet, Pareto Chart, Fishbone Diagram, Scatter Diagram, Histogram, Control Chart, Graph
- Brainstorming
- Why Why
- 5W1H

Objective: Understand the basic tools of Toyota Production System

Outcome: Apply the 8 basic tools of TPS

Hours: 1 hour

MODULE 4-A3 REPORT

- What is an A3 report?
- A3 report format

Objective: Understand the basic concept of A3 Report

Outcome: Apply the A3 Report format at the workplace

Hours: 1 hour

MODULE 5-7 ELEMENTS OF THE A3 THINKING PROCESS

- Problem Definition
 - Background
 - Specify Problem
 - Ideal State – Current State = Problem
- Problem Description, Goal Setting
 - Quantify the problem – Who, What, When, Where, How, How much
 - Set goals (stretch)
- Root Cause Analysis
 - Identify Point(s) of Cause
 - Identify Root Cause
- Develop Countermeasure, Corrective and Preventive Actions
 - Corrective Actions
 - Preventive Actions
- Implement, Corrective and Preventive Actions
 - Executes
- Validate effectiveness (verifications)
 - Confirmed if goal(s) achieved
- Standardized (Fan Out) & Share Learnings

Objective: Understand the A3 thinking process

Outcome: Apply the 7 steps of A3 thinking process

Hours: 5 hours

AUDIENCE

This course is suitable for Manufacturing, Process, Product, Device, Test R&D, Quality Assurance, Assembly, Managers, Engineers & Senior Technicians who are involved in the improvement, characterization, control and maintenance of manufacturing and engineering processes.

METHODOLOGY

Interactive lectures, case studies, small group activities, discussions, exercise, experiential learning and presentations.