



Process Improvement using A3 Thinking

HR People and Organisational Development

Overview

Process Improvement using A3 Thinking is a structured approach rooted in the principles of Toyota, utilising A3 thinking as both a process and a tool to address workplace challenges and drive meaningful change. By applying A3 thinking, teams can systematically analyse problems, identify root causes, and develop practical solutions to improve processes and achieve sustainable improvements in quality, efficiency, and performance.

Session Objectives

Addressing Workplace Challenges

- ❖ Participants tackle a specific workplace challenge using the A3 template to guide their problem-solving process. A3 thinking provides a systematic approach to problem-solving, ensuring thorough analysis and effective decision-making.

Developing Practical Action Plans

- ❖ Teams work through a sequence of steps outlined in the A3 template to analyse the problem, identify root causes, and propose solutions.
- ❖ The outcome includes a practical action plan detailing steps to be taken, responsibilities, timelines, and success measures.

Teams leave the session equipped with a practical action plan informed by A3 thinking, ready to implement solutions and drive positive change in their team, School or Service. The action plan includes clear success measures, enabling teams to track progress and evaluate the effectiveness of their improvement initiatives.

Who would benefit?

- ❖ Individual Teams: Teams facing operational challenges or inefficiencies can benefit from this approach by systematically addressing problems and implementing solutions collaboratively.
- ❖ Cross-functional Teams: Cross-functional teams working on complex projects or initiatives that require input from multiple departments or stakeholders can benefit from the collaborative problem-solving approach facilitated by A3 thinking.
- ❖ People Managers: Managers responsible for overseeing processes and performance can use A3 thinking to lead improvement initiatives within their teams or departments.
- ❖ Project Managers: Project managers seeking to improve project outcomes and streamline project processes can apply A3 thinking to identify and address project-related challenges.

What are the outcomes?

- ❖ Effective Problem-Solving: Teams develop the ability to systematically analyse problems, identify root causes, and propose practical solutions using the A3 methodology.
- ❖ Actionable Action Plans: Teams leave the session with a detailed action plan outlining specific steps to be taken, responsibilities, timelines, and success measures.
- ❖ Improved Processes: Implementation of the action plan results in tangible improvements in processes, leading to increased efficiency, productivity, and quality.
- ❖ Sustainable Change: By addressing root causes and implementing solutions, teams achieve sustainable improvements that address underlying issues rather than merely treating symptoms.
- ❖ Enhanced Collaboration: The collaborative problem-solving approach fosters teamwork and communication, leading to increased engagement and buy-in from team members.
- ❖ Measurable Success: The action plan includes clear success measures, enabling teams to track progress and evaluate the effectiveness of their improvement initiatives.
- ❖ Culture of Continuous Improvement: The adoption of A3 thinking promotes a culture of continuous improvement within our University, encouraging ongoing reflection, learning, and innovation.



Our Expectations

When you attend this session, ***you can expect ...***

- ❖ a safe space for people to talk.
- ❖ to be treated with kindness and respect.
- ❖ to be encouraged and listened to.
- ❖ to be positively challenged when needed.
- ❖ to feel comfortable in a positive learning environment.
- ❖ the opportunity to provide feedback.

When you attend this session, ***we expect you to...***

- ❖ turn up on time to reduce disruptions to fellow participants and the facilitator(s).
- ❖ turn off your phone (or put it on silent), and applications such as emails.
- ❖ focus your attention on the session.
- ❖ listen to and respect your colleagues, not talk over them, and avoid side conversations.
- ❖ participate - you are your own best resource, and we want to hear your experiences and opinions.
- ❖ be patient - from time-to-time things won't go to plan. We'll do our best to find solutions.
- ❖ be aware of your own behaviour and the impact it may have on others.
- ❖ give feedback on the session.



Our Approach

- ❖ Practical: Our activities are not just theoretically relevant, but also practical, so staff can apply their learning back in the workplace.
- ❖ Inclusive: Our development activities are designed to cater for a range of learning preferences and approaches.
- ❖ Engaging: We adopt a participative and interactive approach to support learning.
- ❖ Reflective: We encourage self-reflection, enabling staff to understand themselves better.

