

## A3 Problem Solving and Mistake Proofing

Our self-paced online A3 Problem Solving and Mistake Proofing (Poka Yoke) training program covers all of the topics our classroom version covers. The format includes videos, templates, and a final quiz. And, just like our classroom version, students will have the ability to contact the instructor via email with questions and requests for feedback on ideas. 1:1 Coaching is available at an additional fee. The program is self-paced and up to 3 months are allotted to complete it; students will have access to the program for 1 year. Upon completion, students will receive an electronic certificate of completion.

The program covers the following subject matter:

- Lean Principles
- 7 Wastes
- Team Facilitation
- Brainstorming Techniques
- What is A3 Thinking?
- Defining Problems
- Breaking Down Problems
- Causal Analysis Tools:
- Process Flow Diagrams
- The Five Why's
- Fishbone Diagram / Cause and Effect Analysis
- Pareto Charts
- Implementation of Countermeasures/Follow-Up Using PDCA
- Mistake Proofing Techniques



Features of the e-learning interface include audio-visual presentations, audio-visual case examples/acted out scenarios, glossary, practice and final quiz/test. These are pictured on the following pages.











