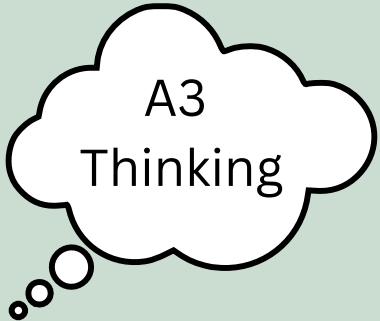A3
Thinking

Provides a structured framework for thinking through a problem

Helps you to follow a process ensures that you understand the problem and causes before jumping to a solution

A live document that can be updated as you progress, and as your work evolves

A communication tool, allowing you to tell the whole story on one page and encourages contribution from all.

A3 Thinking

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Step 1 Problem Statement

What is the problem we are trying to solve?

How can this be quantified?

Step 2 Current Situation

What is the current process?

What are the measures?

Step 3 Vision/Goal

What's our SMART aim?

Step 4 Analysis (Issues and Root Causes)

Why is there a gap between the current state and the goal?

What are the root causes?

Step 5 Counter measures and Future State

What are we proposing to change

Have we described your PDSA cycle?

Why was this change chosen?

Step 6 Actions and Risks

w
What is the timeline?

Who is on the project team?

Who is responsible for what?

Step 7 Cost/Benefit

Why should we do this?

What are the benefits?

Step 8 Insights

Did we achieve your aim?

What did we learn?

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step 1

What do you think the problem is?

step 2

Ask yourself why this is happening

step 3

Can you redefine the problem?

Mrs X fell when entering the building

Why?

It was raining and the floor was wet

Why?

The safety mat hadn't been put out when the rain started

Why?

The GP practice's only safety mat was still wet from the day before

Why?

The GP practice only has one safety mat

Why?

Fishbone Analysis

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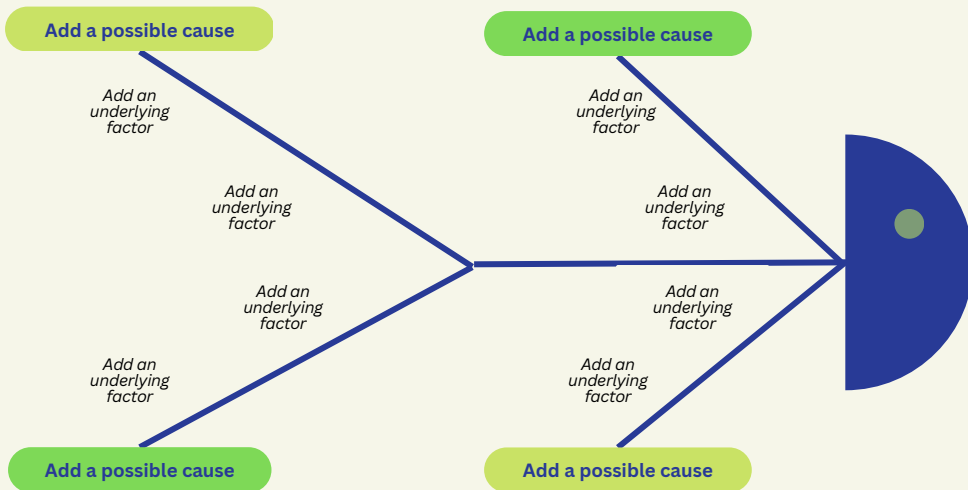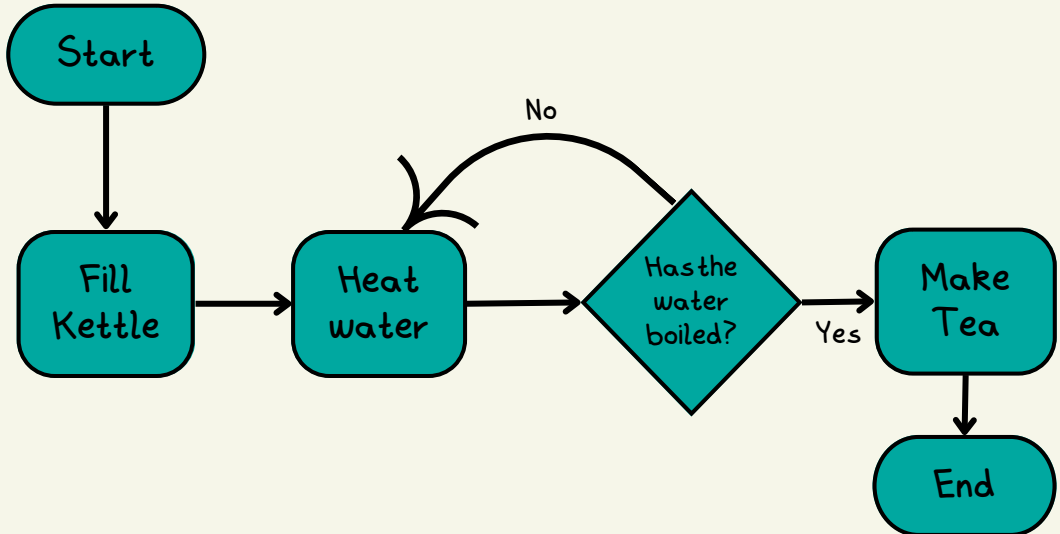| Agree on	Agree on a problem statement
Brainstorm	Brainstorm the major categories of causes of the problem
Write	Write the categories of causes as 'bones' from the main body
Brainstorm	Brainstorm all the possible causes of the problem
Ask	Ask again "Why does this happen" about each cause

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Fishbone Analysis

Add a possible cause

Add a possible cause

Add an underlying factor

Add an underlying factor

Add an underlying factor

Add an underlying factor

Add an underlying factor

Add an underlying factor

Add an underlying factor
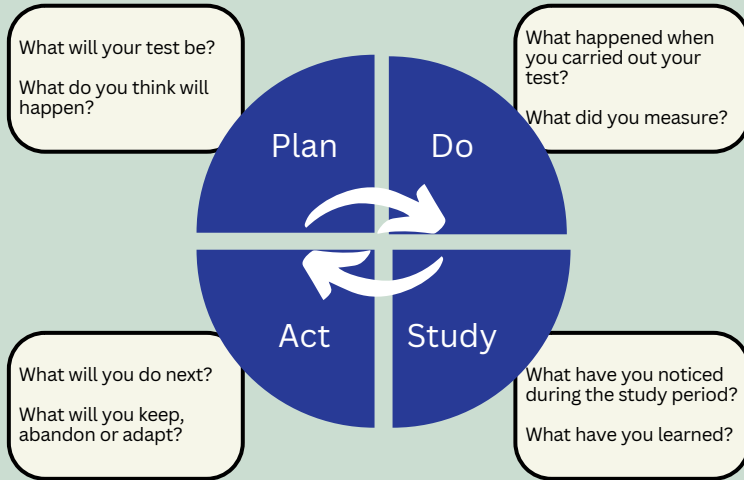
Add an underlying factor

Add a possible cause

Add a possible cause

Process Mapping

A process has the following characteristics and can help develop a deeper understanding of how a service works

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PDSA Cycle

What will your test be?

What do you think will happen?

What happened when you carried out your test?

What did you measure?

Plan

Do

Act

Study

What will you do next?

What will you keep, abandon or adapt?

What have you noticed during the study period?

What have you learned?

Questions to consider with your team before starting:

What is the aim for this process mapping exercise?
What is the start and the end of the process you are mapping?
Do you have everyone involved in the process taking part?
Can you map this process in one session, or should you chunk it?

Start and end of the process

Shows the activities of the process

represents stage where a decision is required or a question is asked

Show the direction of the process