

A3 Template

UTM Project Management Office



Project Title

Name of owner:

1. Problem Statement

- What is the business reason for choosing this issue?

2. Current Conditions

- What's the problem with that, with where we stand?
- What is the actual symptom that the business feels that requires action?

Tip: Show visually – pareto charts, graphs, drawings, maps, etc.

3. Target/Goal(s)

- What is the specific change you want to accomplish now?
- How will you measure success?

4. Gap Analysis (Root causes of the problem)

- Why are we experiencing the symptom?
- What constraints prevent us from the goal?

Tip: Choose the simplest problem-solving tool for this issue. For example, Five whys, Fishbone, QC Tools, SPC, Six Sigma, Shainin, Kepner Traego, etc.

5. Proposed Countermeasure(s) to reach the future state

- What alternatives could be considered?
- How will you choose among the options? What decision criteria?
- How your recommended countermeasures will impact the root cause to change the current situation and achieve the target?

6. Plan

A Gantt chart or facsimile that shows actions/outcomes, timeline and responsibilities. May include details on the specific means of implementation.

- Who will do what, when and how?
- Indicators of performance, of progress.
- How will we know if the actions have the impact needed?
- What are the critical few, visual, most natural measures?

7. Follow-up

- Any failure modes to watch out for?
- Any unintended consequences?
- Are there anticipated issues that remain?
- Communicate best practices as needed.