DMAIC - A3 Story Board

What is an A3?

A visual aid to succinctly illustrate the progress of a project. We use it to tell the story of the problem we are experiencing, what is causing it, the corrective actions, and the action plan to improve.

This style of documentation captures critical project information and organizes it into an overview of the work both as a living document for the project's duration and for quick reference, post project completion.

A3's were originally developed and named for the size of paper they were printed on, however this template has been developed for a more common 11x17 paper size.

How to Use This A3:

An A3 report guides the dialogue and analysis of improvement. It identifies the current situation, that nature of the issues, the range of possible counter-measures, the best countermeasures, the means to put it into practice, and the evidence that the issue has been addressed.
Use this document to help guide problem solving.

While many different types of A3 exist, this template has been developed specifically to utilize the DMAIC problem solving framework.

1.) Fill out the basic details of your project, including the project name, sponsor, project lead, team members involved, and the tentative project dates.

2.) Follow the DMAIC framework to provide structure to your problem solving work and use the questions in each box to guide your progress.

3.) Click the image window in each box and select a document or image to insert into this PDF to represent the work you've done in each phase of the DMAIC cycle. This can be updated as needed to reflect your project's status.

4.) Use the space in the Close Out box to document any relevant end of project notes and findings that will be helpful for future reference and update project end and revision dates as necessary.

<u>NOTE:</u> A3 documentation and A3 thinking are both helpful parts of thoroughly giving details to your project, however supplemental documentation may be useful to give full context to your project if more information is needed.

Project Name
Green Belt Pizzeria

Team Lead
Jeremy Robinson

Executive Sponsor
Rebecca Moyers

Team Members
Rebecca Moyers
Jeremy Robinson
Kalyn Buchhiem
Bobby McKee
Heather Rhodes
NewginSam EbinSam Dhas
Carrie Wolken

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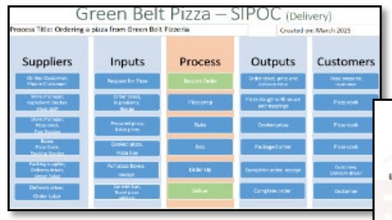
Project Start Date
March 5, 2026

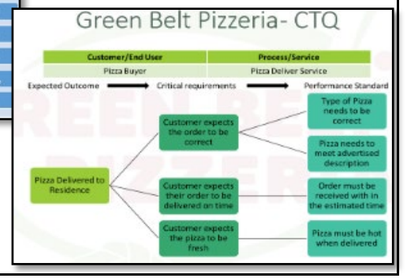
Revision Date

Target End Date
October 16, 2026

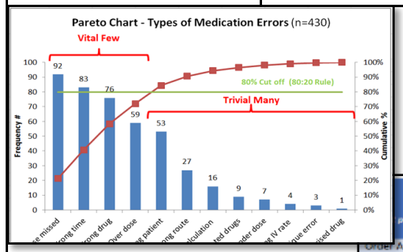
GREEN BELT PIZZERIA

Define	*What issue is being addressed? How does improving this impact the organization?*
Problem Statement	Green Belt Pizzeria received fewer orders in Q3 and Q4 in 2024 than in Q1 and Q2. This caused a reduction in sales and reduction in worker



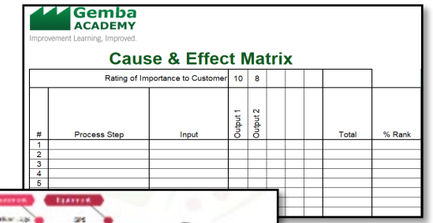


Measure	*What metrics are critical to determining process health? Which are contributing to poor performance?*
Performance Measures	1. Order Accuracy - Currently 60%, Target 80% 2. On-Time Delivery - Currently 55%, Target 90%

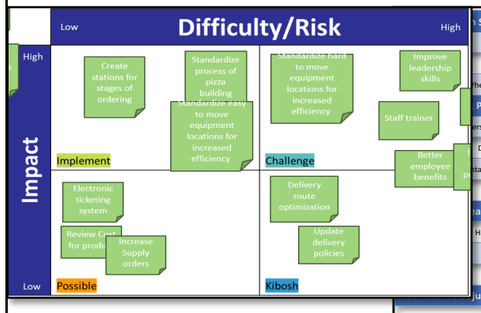


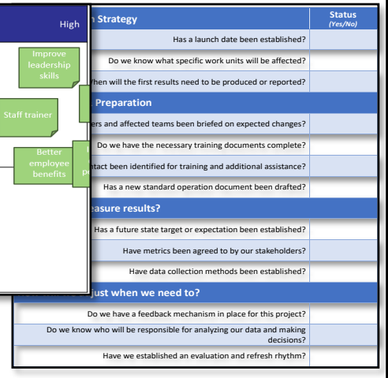
Performance Measure *performance indicators are being measured?*	Data Source(s) *Where is the data coming from?*
Order Accuracy	Customer support responses about incorrect pizzas. Number of tickets that had to be remade as mistakes were caught before delivery.
On-time delivery rate	Delivery drivers logging time between deliveries. Customer support responses about long delivery times.

Analyze	*What is the root cause(s) has lead to your process under performing?*
Root Cause Analysis	Assembly line is not streamlined or set up the same every time. & Employee's could not remember everythign that went on all the pizzas.

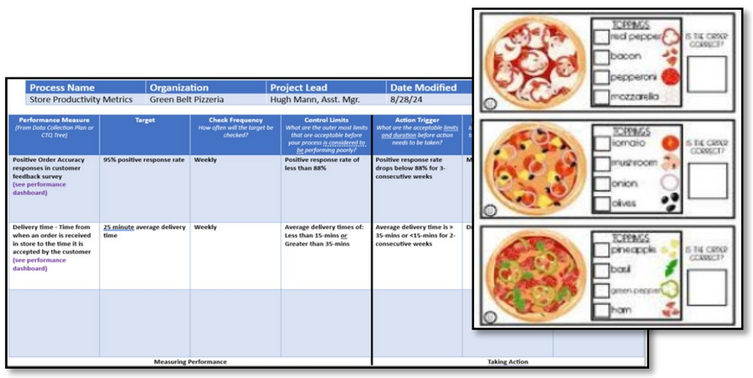


Improve	*What Countermeasures will be implemented to address the root cause findings?*
Countermeasures	1. Perform a 5S on the assembly line. 2. Revise store opening/closing procedures. 3. Create visual recipe cards and post them on the baking line.





Control	*Do your Countermeasures need to be adjusted? How will these improvements be sustained?*
Control Plan	Recipe cards have been reviewed and finalized. Store Manager and Owner have drafted a control plan to monitor the baking process over time.



Close Out	*Document findings from this project and provide recommendations for future improvements as needed.*
Performance monitoring	A new store dashboard has been developed.

Reccomendations for future improvements

Further improvements can be made with establishing delivery driver best practices.

Project Name	Team Members	Project Start Date
Team Lead		**Revision Date**
Executive Sponsor		**Target End Date**

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Improve	*What Countermeasures will be implemented to address the root cause findings?*
Countermeasures	

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Perfromance Monitoring	

Reccomendations for future improvements