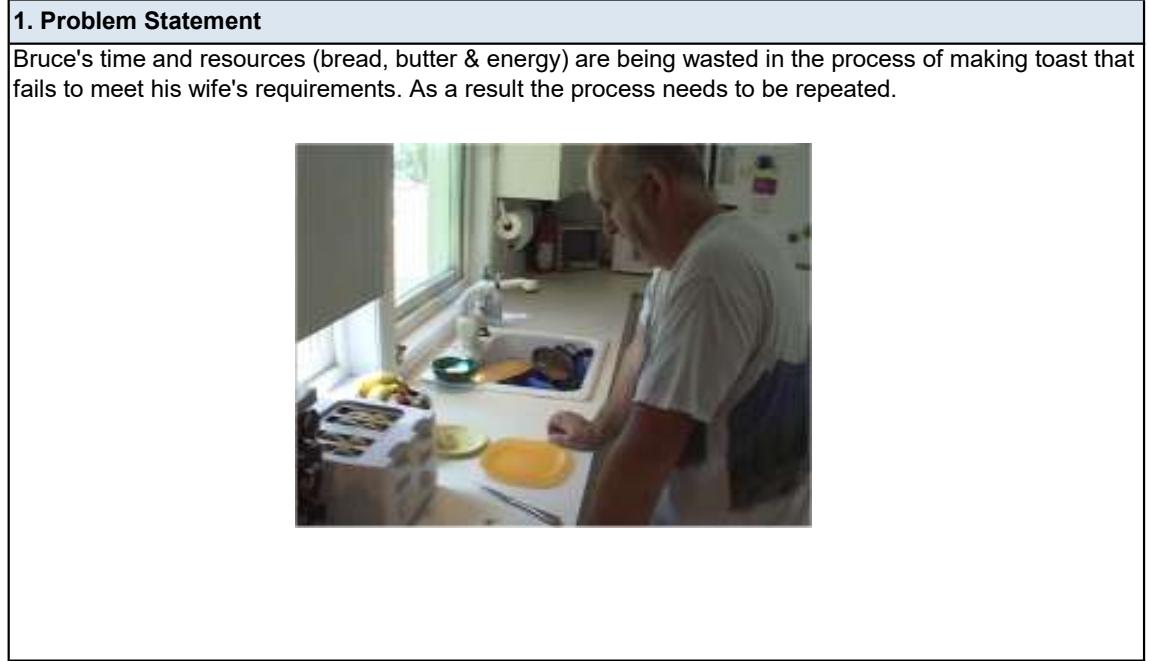
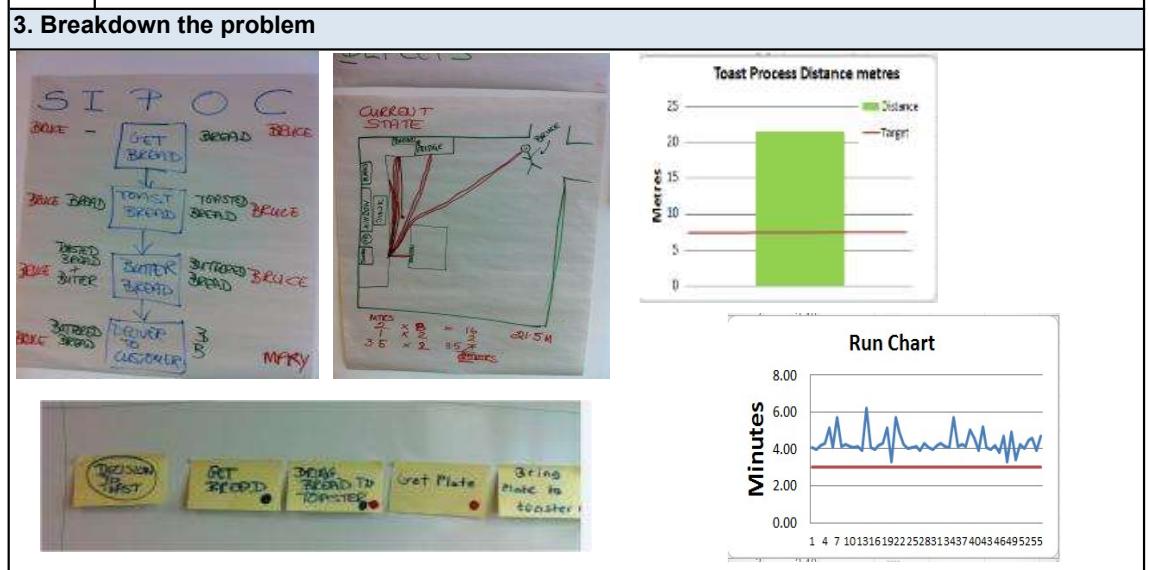


A3 Name
Toast making process

Team Leader (name & 'phone ext)
Bruce, master toast maker ext. 12345



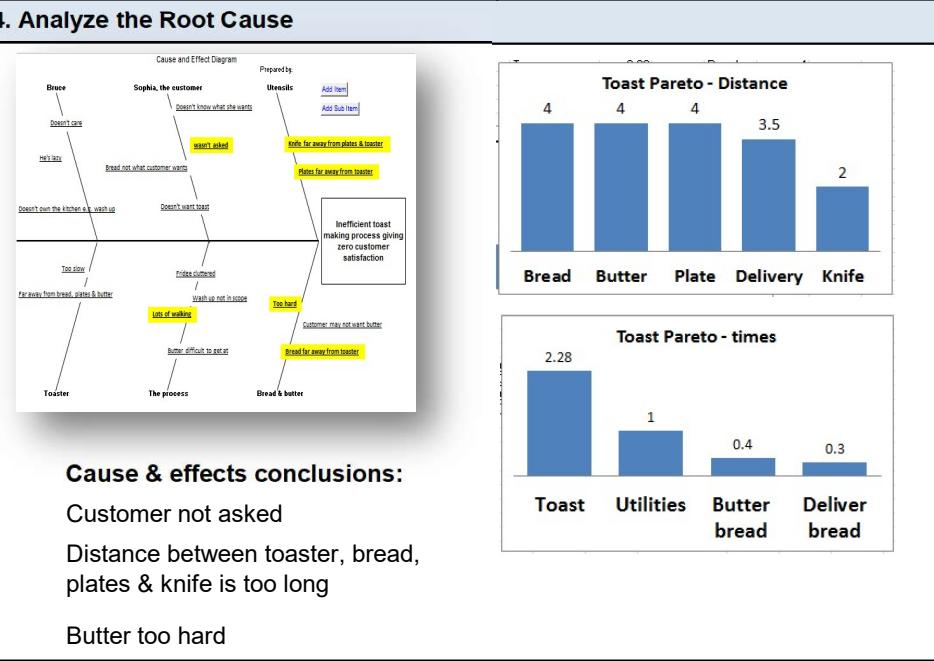
2. Set the Scope and Boundaries for the Problem Statement	
Is	The Kitchen, toast making process for wife
Is Not	Any other part of the house, any other cooking process, the washing up



Team members (name & role)
1. Bruce, master toast maker ext. 12345
2.
3.
4.

Stakeholders (role & department)
1. Mary, Bruce's wife
2.
3.
4.

Company objective
Domestic harmony
Start date & planned duration
10/3/2024 - 10/6/2024
Date of Last Update
10/3/2024



5. Set SMART Targets	
1	Improve customer RFT from 0% to 100%
2	Reduce the toast making process time from 4mins 12 secs to 3 mins
3	Reduce the distance travelled during toast making from 21.5 metres to 10 metres

#	Action	Due	Responsible
1	Move toaster closer to refrigerator	10/3	Billy
2	Ensure soft butter is available	10/4	Billy
3	6s Refrigerator	10/4	Sam
4	Develop and document process	10/5	Kayla
5			
6			
7			
8			
9			
10			
11			
12			
13			



CS	Before	Target	Actual
Time	0%	100%	100%
stance	4m 12s	3m 0s	2m 17s

8. Standardize & Share Success			
1	Standard work instructions updated and trained		
2	NEW KPI created to measure and track efficiencies		
3			
4			
5			
6			
9. Lessons Learned			
1	Lean is a different way of looking at things. Focus on the process, and WASTE in the process, not the individual carrying out the process		
2	We need to immediately address the position of the toaster under the paper towel - safety hazard!!!		
3	The fridge position needs to be raised to better ergonomic height and de-cluttered		