

| A3 Name                              |
|--------------------------------------|
| Toast making process                 |
| Team Leader (name & 'phone ext)      |
| Bruce, master toast maker ext. 12345 |

| 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                     |




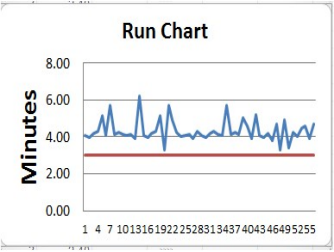
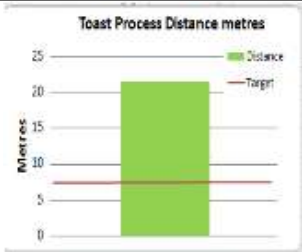
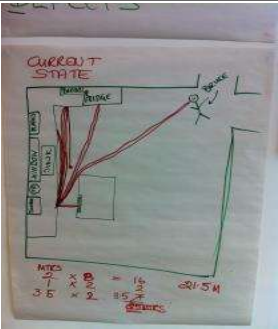

1. Problem Statement

Bruce's time and resources (bread, butter & energy) are being wasted in the process of making toast that fails to meet his wife's requirements. As a result the process needs to be repeated.

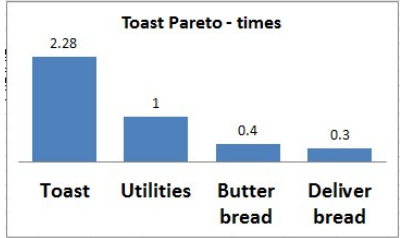
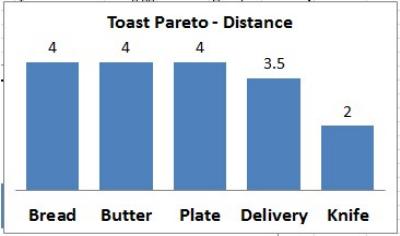
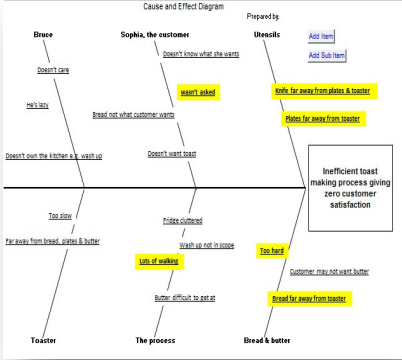


| 2. Set the Scope and Boundaries for the Problem Statement |  |
|---|--|
| Is  | The Kitchen, toast making process for wife                             |
| Is Not  | Any other part of the house, any other cooking process, the washing up |

3. Breakdown the problem



4. Analyze the Root Cause



Cause & effects conclusions:

Customer not asked

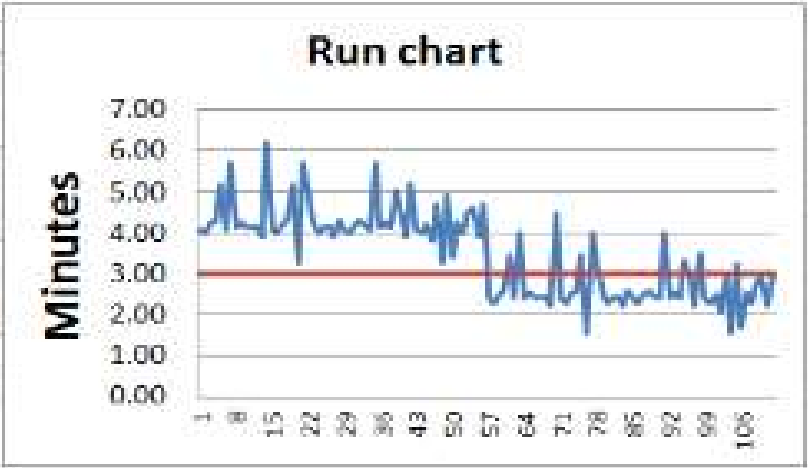
Distance between toaster, bread, plates & knife is too long

Butter too hard

| 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 |

| 6. Develop Action Plan |                                     |      |             |
|------------------------|-------------------------------------|------|-------------|
| #                      | 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                     |                                     |      |             |

7. Monitor and Record Results & Process - Document and Show New Metrics



|        | Before | Target | Actual |
|--------|--------|--------|--------|
| CS     | 0%     | 100%   | 100%   |
| Time   | 4m 12s | 3m 0s  | 2m 17s |
| stance | 21.5m  | 10m    | 6m     |

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