

26TH ANNUAL



26TH LCI CONGRESS
OCTOBER 22-25, 2024

How to Solve a Problem with an A3 & Root Cause Analysis

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SURFING THE WAVE OF LEAN DESIGN AND CONSTRUCTION

Wednesday, October 23, 2024



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Problem Statement

In the fast-paced construction environment, the pressure to deliver often pushes teams to focus on immediate fixes rather than addressing the root causes of recurring issues, hindering long-term productivity.

This presentation will address how the A3 problem-solving process, systems thinking and root cause analysis can be integrated to identify and eliminate these underlying problems.

By applying a structured problem-solving process and addressing the real root causes of issues, we can enhance overall project delivery and outcomes.

Session Objectives



01.
Clarify the difference between linear thinking and systems thinking and their effects on organizational problem solving.



02.
Teach the A3 Problem Solving & Root Cause Analysis tools to establish a common framework for problem solving and continuous improvement.



03.
Enhance our understanding by providing real live organizational and project examples of the A3 and root cause analysis processes in use.

Principle #1 – Got no problems?

“Having no problems is the
biggest problem of all.”

Taichi Ohno



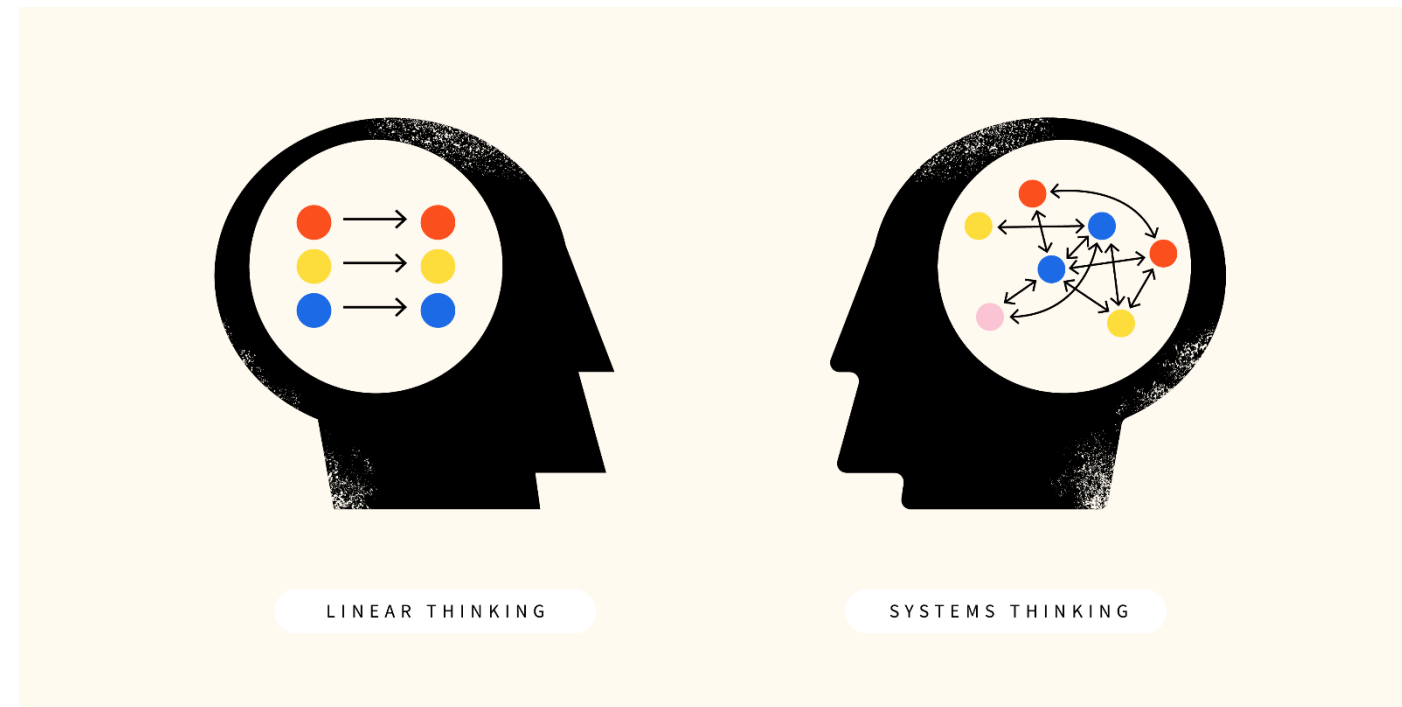
What is the goal?



- To better understand the system in which we work in and influence. The more we understand the system to more we can begin to make appropriate changes.
- Thinking in systems, along with self awareness, allows for us to see things that we may not otherwise see.

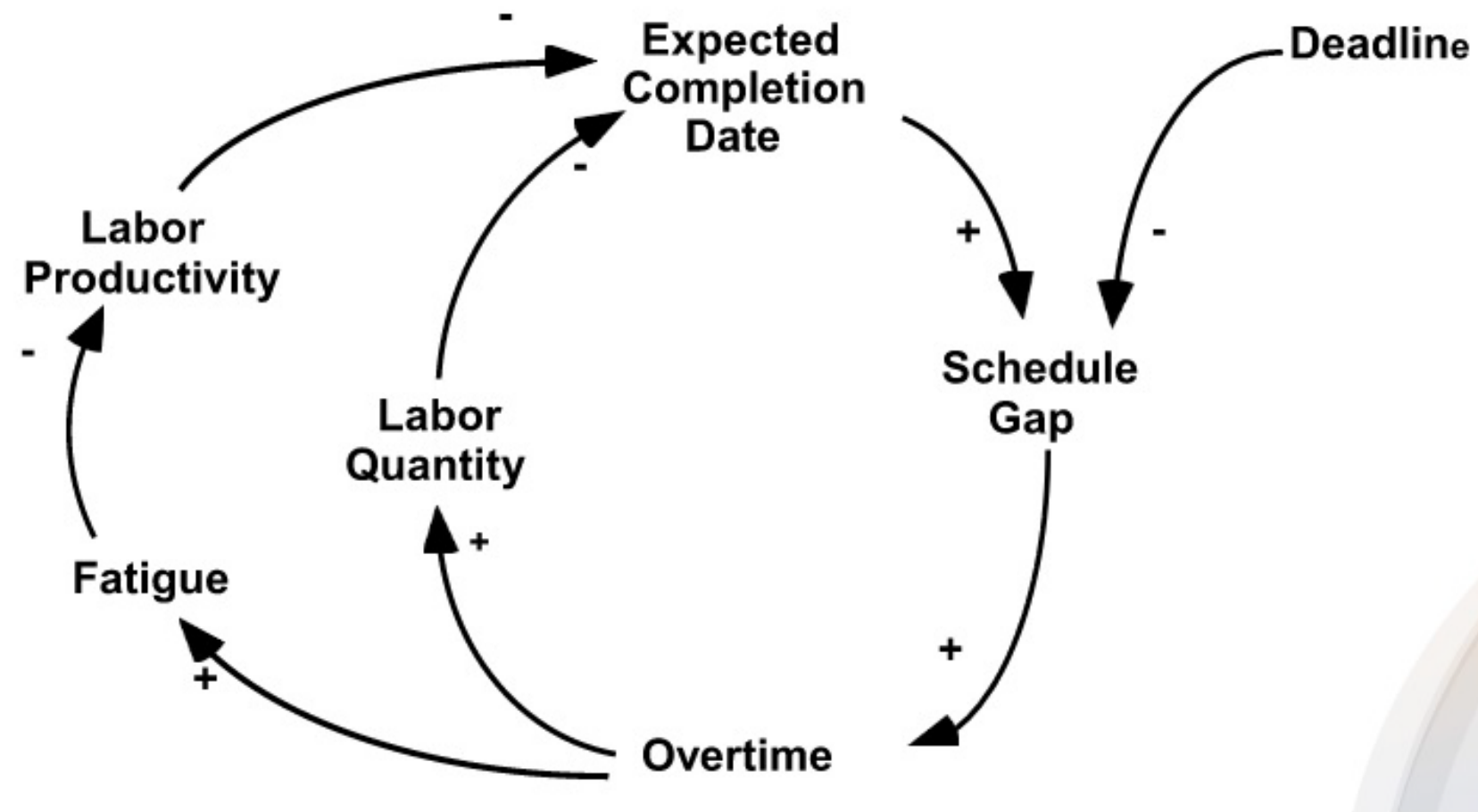
Traditional Thinking vs Systems Thinking

- Think about a time on a project where you kept doing something but it didn't really have the effect you hoped it would
- Linear thinking assumes everything is equally proportional



Jobsite Example of Feedback Loop – OT

- Unintended consequences of OT

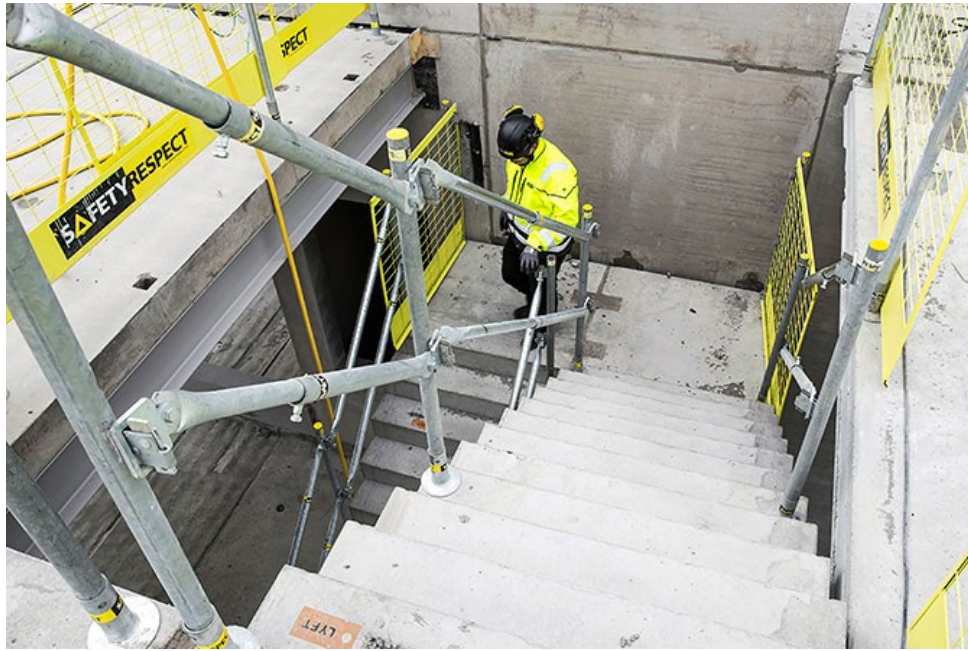


Jobsite Example of Feedback Loop – Submittals

- Multiple submittals are sent in for approval, many of them well ahead of the needed date for approval
- This takes up a lot of capacity for reviewer
- The project team needs a quick review on a submittal that is urgent but the reviewer is still at capacity with submittals
- The unintended consequence – priority submittals get lost in the shuffle



Jobsite Example of Feedback Loop – INJURY



- Trade contractor carrying material up the stairs had minor injury with a sprained ankle
- We all looked at why he wasn't holding the rails, why he didn't have someone helping him, etc
- The only reason he had to carry material was because he couldn't get a ride on the buck hoist
- The ROOT CAUSE – GETTING A RIDE ON THE BUCK HOIST WASN'T PROPERLY SCHEDULED/COORDINATED

Asynchronous

The outcome of actions many times do not occur in time and space proximity



Typical Problem-Solving Process

Problem-Solving Kit


1. Place on firm surface.
2. Follow directions provided in circle.
3. Repeat until problem goes away or is replaced with new one, then go back to beginning.



- Quick fix solutions are often aimed at surface symptoms rather than root causes
- More blame finding than problem solving
- Opinions & anecdotal evidence suffice in place of hard facts 'from the gemba'
- Lack of time prevents adequate inquiry into the true nature of the problem
- The need to address issues 'immediately' supersedes the need to address 'permanently'
- Does not address the system that allowed the problem to occur in the first place

A3 Thinking for Problem Solving

A3 Thinking is a collaborative tool that supports sound decision making by:

- Providing a visual manifestation of the thought process of the team at arriving at a decision.
- Organizing the thinking methodology on an 11x17 piece of paper.
- Leading to alignment or consensus.
- Following PDCA 



A3 #	Title	Collaborators	Category
17-0209	Green Team Talks – WELL Building Standard	Anita Isaacson, Lindsay Todd, Jason Haigler, Andrew Cortez	Licenses/Accreditations

BACKGROUND

People spend 90% of their time indoors, and our built environment can shape our habits and choices, regulate our sleep-wake cycle, drive us toward healthy and unhealthy choices, and passively influence our health through the quality of our surroundings.

90% of employees admitted that their attitude about work is adversely affected by the quality of their workplace

CURRENT

LEED rating [REDACTED] systems, and WELL Building Standard focuses on the people who occupy the buildings.

IWBI (International Well Building Institute) and GBCI (Green Business Certification, Inc.) are working to ensure certification for LEED and WELL works seamlessly.

Major institutions were involved in creating the standard such as: The Mayo Clinic, The Cleveland Clinic, Harvard School of Public Health, MIT, Weil Cornell Medical College, Johns Hopkins Universities, Beth Israel Medical Center, NIH, and Columbia University Mailman school of Public Health.

Major design and construction firms helped in the development include: Gensler, Perkins+Will, HOK, ARUP, HKS, Skanska, CM Salter and Associates, Structure Tone, Lend Lease, DPR Construction, Webcor Builders/Obayashi Corp, WSP Engineers, Integral Group, Glumac Int.

Currently there are Pilot Programs in: Multi-Family Residential, Education, Retail, Communities.
Future Pilot Programs include: Sports Fitness Recreation, Public Assembly, and Healthcare.

TARGET CONDITION (PLAN)

By including both passive preventive health intentions (better air, water, light, acoustics, and interface with nature) and information that provides access to healthier choices (food, fitness, social engagement, and human interactions) we can significantly improve the human condition through the way we design, construct, and operate our buildings.

Allows companies to invest in people for a Return on Investment, as well as attracting and retaining employees.

Components of the WELL Building Standard are ascribed to body systems (Cardiovascular, Digestive, Endocrine, Immune, Integumentary, Muscular, Nervous, Reproductive, Respiratory, Skeletal, and Urinary) to obtain a comprehensive understanding of the health benefits of WELL Building Certification.

IMPLEMENTATION

The WELL Building Standard is a performance-based certification system that focuses on the health and well-being of building occupants. It includes a variety of features, including: **Air, Water, Nourishment, Light,**



There are 3 Project Certification types: New and Existing Core and Shell, New and Existing Tenant Interiors, New and Existing Core and Shell Occupied.

There are 3 **Gold** (100% Preconditions, 0% Optimizations), **WELL** **Platinum** (100% Preconditions, 80% Optimizations), and **WELL** **Platinum** (100% Preconditions, 80% Optimizations).



It is important to note that WELL Building needs support from the client/business operations, the design team, and from the occupant's behavior.

It is designed to be repeated every 3 years to assure that the original test results and user engagement activities are being maintained.

Helpful Links

Green Team Talks Link: [\\NT11\Projects-Named\HKS-PediatricPractice\Team Building-Standard](#)

All things WELL from HKS:
[\\nt11\Projects-Named\HKSDesignGreen\D1 Other Rating Systems\WELL](#)

IWBI Well Brochure:
https://www.wellcertified.com/sites/default/files/resources/WellBrochure_112216_0.pdf

Other Helpful Resources:
<https://www.wellcertified.com/resources>

Link to Register for Exam:
<https://www.wellcertified.com/well-ap>

Green Team Talks


HKS

Why teams/organizations use A3s?

- *The ultimate goal is not just to solve the problem at hand – but to make the process of problem-solving transparent and teachable in order to create an organization populated with problem solvers.*
 - Started as a way for teams to show project stakeholders decisions and processes to ultimately gain approval and document critical decisions
 - We create an A3 as a purpose for solving a problem if there is a standard, plan, or goal we are not currently meeting.
 - We create an A3 for documenting and distributing improvement opportunities to project teams, companies, and industries.
 - We create an A3 to show results of our projects, metrics, and other information relative to performance.

When should I use an A3?

- In the middle of a problem right now...
- Making a decision...
- Retrospective – lessons learned analysis...

A3 #	A3 Title	Rev #	Rev Date	Champion	Collaborators	A3 Sponsor	Status	

Background

Why are you talking about it?

- What is the problem? Can you clearly and succinctly define the “presenting problem” – the actual business issue that is being felt?
- What is the business context? How did you decide to tackle this problem?
- Who is responsible for the issue? Who owns the process for addressing the problem (or realizing the opportunity or managing the project)?

Current Condition

Where do things stand today?

- What do you actually know and how do you know it?
- Have you gathered and verified facts – not just data and anecdotes – to clearly understand the current state?
- Have you engaged other people?
- Have you gone to the gemba, observe, and talk to the people who do the work to fully grasp the current situation?

Goal

What specific outcomes are required?

- Can you show the gap between the target and the current condition?
- Have you clarified the true business objectives?

Root Cause Analysis

What is/are the root cause(s) of the problem?

- Have you used the “5 Whys”? “Five ‘Whys’ equal one ‘How’” – Taichi Ohno
- Did you uncover the right (i.e. most meaningful) information to support the analysis?
- Did you isolate the root cause(s) of the main components of the gap?
- Did you capture this material in the most clear and concise manner, i.e., one that clarifies true problems, invites analytic questions, and suggests direct countermeasures?

Countermeasures

What is your proposal to reach the future state, the target condition?
How will your recommended countermeasures affect the root cause to achieve the target?

- Have you explored every reasonable alternative countermeasure?
- Have you produced viable alternatives based on productive conversations with everyone doing the work? With the customers of the process? With Stakeholders?
- Can you show how your proposed actions will address the root causes of the performance problems?
- Can you justify why your proposed actions are necessary?
- Have you continued to go to the gemba in gathering new information and countermeasures?

Plan

What activities will be required for implementation and who will be responsible for what and when?
What are the indicators of performance or progress?

What	By Whom	By When	Where

Costs:

Follow-up Actions

What issues can be anticipated? How and when will you check on effectiveness of your proposed countermeasures?

Plan	Actual Results
<ul style="list-style-type: none">•How will you check the actual effects?•When will you check them?	<ul style="list-style-type: none">•Results as compared to predicted?•Date check was done?

A3 #	A3 Title	Rev #	Champion	Date Started	Collaborators	Approved Date	A3 Sponsor	Status
---	CAD Hardware Crashes	5	Kevin Labrecque	3/12/2010	BIM Planning Managers (Norris, Mellen, Jackson, Johnson, Brown, Kapala, McIntosh, Shepherd)	5/17/10	C. Bacon	Implementation

Background


Why are you talking about it?

- Issues of engineer/planner downtime as a result of computer crashing have been increasing resulting in reduced productivity and lost work.
- Recent project profit variances tied in part to issues associated with planning, though not all hardware related, have triggered research into root causes and their proposed countermeasures.
- Increased pressure in planning phase leads to less review time, which leads to poorer quality.
- Company efforts towards increased prefabrication rely upon accurate planning, without which efficiencies sought through prefab are lost to rework.

Current Condition

Where do things stand today?

- Each crash costs an individual planner approximately 20 minutes of downtime between reboot, returning to where they left off and redrawing if any work was lost.
- Roxanne Mellen of Boston has been keeping tracking of the # of crashes experienced on a daily basis since 6/1/09, the average number of daily crashes through 3/8/10 was (4).
- Other offices experience similar crash experiences, though the frequency is dependent on specific hardware/software conditions (see Root Cause analysis below)



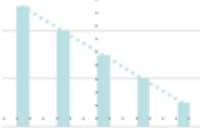
Average of 4 crashes per day = approximately \$80/day in lost productivity

36 (32 bit) planning machines could be replaced at a rate of one per day based on lost productivity across the whole group

Goal

What specific outcomes are required?

- Reduce # of average crashes per day to < 1
- Size planning machines to allow for capacity accommodate increased model growth, 2 – 3 years out
- Zero planning defects as a result of downtime



Root Cause Analysis

What is/are the root cause(s) of the problem?

1. Overall size of BIM models have been increasing, this trend is expected to continue
2. Multi-tasking, the need to open several drawings & Navisworks to conduct collision detection and work on the model uses a significant amount of Random Access Memory (RAM)
3. Hardware/Software configuration
 - AutoCAD 2010 – Autodesk support for AutoCAD 2008 will be coming to an end forcing the shift to AutoCAD 2010 or 2011, which uses more RAM
 - RAM – as models become larger and software more sophisticated the need for more RAM is increasing, the recommended amount of RAM for CAD systems is a minimum of 8GB.
 - CPU - 32 bit systems maximum RAM capacity is 3.2GB, 64 bit systems can accommodate up to 16 GB.
 - Video Card – recommend 512 MB on laptops and 1GB video cards for desktops
4. Additional background process running, - virus scanning software is typically set to run automatically at noon or overnight for those machines connected to the network. Some planner machines have been found to still be running at noon.
5. Dwg1 file on start-up not visible yet taking up RAM

Countermeasures

What is your proposal to reach the future state, the target condition?
How will your recommended countermeasures affect the root cause to achieve the target?

1. Hardware Upgrades:
Option 1: Upgrade all machines to 64 bit machines, (36 out of the 42 planning systems) , approximate \$3500 for each desktop, total \$126,000, or \$2400 for each laptop, \$86,400. Phased strategy would be recommended based on volume of work within offices and timing of start of new projects. Laptop vs. desktop to be reviewed w/planning managers.
2. Tips & Tricks training – there are certain tips currently circulating on how to keep systems up and running during CAD operations, *i.e. always close drawing1 file automatically created by AutoCAD each time it opened.* Use the bi-weekly BIM Forum calls to review best practices and capture ideas on BIM Forum Google site.
3. Review virus scanning schedule on individual planner machines make sure none are scheduled to run during the middle of the work day.
4. Formalize tracking mechanism within BIM Forum Google site for capture of planner system crash experience data.

Note: Current CAD machines can potentially be passed on to individuals within the organization needing less computing power, the machines are still high end for those purposes

Plan

What activities will be required for implementation and who will be responsible for what and when?
What are the indicators of performance or progress?

Item	Who	When
Review A3 with EMT, Branch Managers and Branch Financial Managers.	KL	5/17/10
Develop schedule for individual machine replacement based on branch, IT and CAD administration workloads.	JJ/CJ and Planning Mgr.	By 6/1/10
Develop BIM Forum Site area for tips and tricks, share current best practices on next BIM Forum call.	KL	By 6/1/10
Review and formalize virus scan process for individual planner machines.	JJ	By 9/1/10

Note: Indicator of performance will be plannersystem crash experience through and post transition.

Follow-up Actions

What issues can be anticipated?

1. Timing of hardware upgrades with database upgrades and TSI-EST implementation, we will need to address in staggered plan to implement upgrades.
2. Monthly review of individual planner system crash statistics to understand trends.
3. Continued system maintenance best practice sharing in bi-weekly BIM Forum calls.



A3 Title

Title: Describe problem

Collaborators: Anyone with a stakeholder interest in the outcome

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---	CAD Hardware Crashes	5	Kevin Labrecque	3/12/2010	BIM Planning Managers (Norris, Mellen, Jackson, Johnson, Brown, Kapala, McIntosh, Shepherd)	5/17/10	C. Bacon	Implementation

Background

Why are you talking about it?

Countermeasures

What is your proposal to reach the future state, the target condition? How will your recommended countermeasures affect the root cause to achieve the target?

Background

Recent project profile triggered research in:

- Increased pressure
- Company efforts to prefabricate are lost to rework

Through the frequency of hardware/software crashes (below)

Goal

- Reduce # of a
- Size planning machines to allow for capacity accommodate increased model growth, 2 – 3 years
- Zero planning de

Root Cause Analysis:

- Overall size of B
- Multi-tasking, the work on the model
- Hardware/Software
 - AutoCAD shift to AutoCAD LT
 - RAM – as is increased
 - CPU - 32 up to 16 C
 - Video Card
- Additional background automatically at machines have t
- Dwg1 file on sta

Collaborators

BIM Planning Managers (Norris, Mellen, Jackson, Johnson, Brown, Kapala, McIntosh, Shepherd)

Item	Who	When
		5/17/10
	and ng Mgr.	By 6/1/10
		By 6/1/10
		By 9/1/10

Implementation, trends. um calls.

A3 Background

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Background

Why are you talking about it?

- What is the problem? Can you clearly and succinctly define the “presenting problem” – the actual business issue that is being felt?
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Condition

Where do things stand today?

- What do you actually know and how do you know it?
- Have you gathered and verified facts – not just data and anecdotes – to clearly understand the current state?

Countermeasures

*What is your proposal to reach the future state, the target condition?
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- Have you explored every reasonable alternative countermeasure?
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- Can you show how your proposed actions will address the root causes of the performance problems?
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Background:
Establish
business context
& importance

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Follow-up Actions	What issues can be anticipated?
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A3 Problem Statement/Current Condition

A3 #	A3 Title	Rev #	Rev Date	Champion	Collaborators	A3 Sponsor	Status

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What specific outcomes are required?

How do you show the gap between the target and the current condition?

Have you clarified the true business objectives?

Identify What activities will be required for implementation and who will be responsible for what and when? What are the indicators of performance or progress?

What	By Whom	By When	Where

Costs:

Analysis What is/are the root cause(s) of the problem?

Did you use the “5 Whys”? “Five ‘Whys’ equal one ‘How’” – Taichi Ohno

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Problem Statement/Current Condition:
Describe what is currently known

A3 Problem Statement/Current Condition

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A3 Goal/Target Condition

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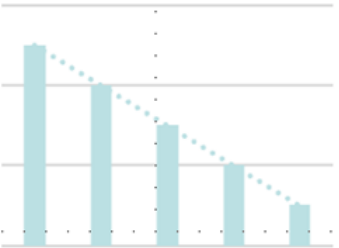
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Background <i>Why are you talking about it?</i> <ul style="list-style-type: none"> Issues of engineer/planner downtime as a result of computer crashing have been increasing resulting in reduced productivity and lost work. Recent project profit variances tied in part to issues associated with planning, though not all hardware related, have triggered research into root causes and their proposed countermeasures. Increased pressure in planning phase leads to less review time, which leads to poorer quality. Company efforts towards increased prefabrication rely upon accurate planning, without which efficiencies sought through prefabrication are lost to rework. 	Countermeasures <i>What is your proposal to reach the future state, the target condition? How will your recommended countermeasures affect the root cause to achieve the target?</i> <ol style="list-style-type: none"> Hardware Upgrades: Option 1: Upgrade all machines to 64 bit machines, (36 out of the 42 planning systems), approximate \$3500 for each desktop, total \$126,000, or \$2400 for each laptop, \$86,400. Phased strategy would be recommended based on volume of work within offices and timing of start of new projects. Laptop vs. desktop to be reviewed w/planning managers. Tips & Tricks training – there are certain tips currently circulating on how to keep systems up and running during CAD operations, i.e. <i>always close drawing1 file automatically created by AutoCAD each time it opened.</i> Use the bi-weekly BIM Forum calls to review best practices and capture ideas on BIM Forum Google site. Review virus scanning schedule on individual planner machines make sure none are scheduled to run during the middle of the work day. Formalize tracking mechanism within BIM Forum Google site for capture of planner system crash experience data. <p><i>Note: Current CAD machines can potentially be passed on to individuals within the</i></p>			
Current Condition <i>Where do things stand today?</i> <ul style="list-style-type: none"> Each crash costs an individual planner approximately 20 minutes of downtime between reboot, returning to where they left off and redrawing if any work was lost. Roxanne Mellen of Boston has been keeping tracking of the # of crashes experienced on a daily basis since 6/1/09, the average number of daily crashes through 3/8/10 was (4). Other offices experience similar crash experiences, though the frequency is dependent on specific hardware/software (slow) <div style="text-align: center;">  <p>Average of 4 crashes per day = approximately \$80/day in lost productivity</p> <p>36 (32 bit) planning machines could be replaced at a rate of one per day based on lost productivity</p> </div>	Goal <i>What specific outcomes are required?</i> <ul style="list-style-type: none"> Reduce # of average crashes per day to < 1 Size planning machines to allow for capacity accommodate increased model growth, 2 – 3 years out Zero planning defects as a result of downtime 			
Goal <ul style="list-style-type: none"> Reduce # of average crashes per day to < 1 Size planning machines to allow for capacity accommodate increased model growth, 2 – 3 years out Zero planning defects as a result of downtime 				
Root Cause <ol style="list-style-type: none"> Overall Multi-tasking, the need to open several drawings & Navisworks to conduct collision detection and work on the model uses a significant amount of Random Access Memory (RAM) Hardware/Software configuration <ul style="list-style-type: none"> AutoCAD 2010 – Autodesk support for AutoCAD 2008 will be coming to an end forcing the shift to AutoCAD 2010 or 2011, which uses more RAM RAM – as models become larger and software more sophisticated the need for more RAM is increasing, the recommended amount of RAM for CAD systems is a minimum of 8GB. CPU - 32 bit systems maximum RAM capacity is 3.2GB, 64 bit systems can accommodate up to 16 GB. Video Card – recommend 512 MB on laptops and 1GB video cards for desktops Additional background process running, - virus scanning software is typically set to run automatically at noon or overnight for those machines connected to the network. Some planner machines have been found to still be running at noon. Dwg1 file on start-up not visible yet taking up RAM 	<table border="1"> <tr> <td>Review and formalize virus scan process for individual planner machines.</td> <td>JJ</td> <td>By 9/1/10</td> </tr> </table> <p><i>Note: Indicator of performance will be planners system crash experience through and post transition.</i></p>	Review and formalize virus scan process for individual planner machines.	JJ	By 9/1/10
Review and formalize virus scan process for individual planner machines.	JJ	By 9/1/10		
Follow-up Actions <i>What issues can be anticipated?</i> <ol style="list-style-type: none"> Timing of hardware upgrades with database upgrades and TSI-EST implementation, we will need to address in staggered plan to implement upgrades. Monthly review of individual planner system crash statistics to understand trends. Continued system maintenance best practice sharing in bi-weekly BIM Forum calls. 				

A3 Analysis

SURFING THE WAVE OF LEAN DESIGN AND CONSTRUCTION

A3 #	A3 Title	Rev #	Rev Date	Champion	Collaborators	A3 Sponsor	Status

Background Why are you talking about it?

- What is the problem? Can you clearly and succinctly define the “presenting problem” – the actual business issue that is being felt?
- What is the business context? How did you decide to tackle this problem?
- Who is responsible for the issue? Who owns the process for addressing the problem (or realizing the opportunity or managing the project)?

Countermeasures What is your proposal to reach the future state, the target condition?
How will your recommended countermeasures affect the root cause to achieve the target?

- Have you explored every reasonable alternative countermeasure?
- Have you produced viable alternatives based on productive conversations with everyone doing the work? With the customers of the process? With Stakeholders?
- Can you show how your proposed actions will address the root causes of the performance problems?
- Can you justify why your proposed actions are necessary?

Goal

- Can you show th
- Have you clarifie

Root Cause Analysis What is/are the root cause(s) of the problem?

- Have you used the “5 Whys”? “Five ‘Whys’ equal one ‘How’” – Taichi Ohno
- Did you uncover the right (i.e. most meaningful) information to support the analysis?
- Did you isolate the root cause(s) of the main components of the gap?
- Did you capture this material in the most clear and concise manner, i.e., one that clarifies true problems, invites analytic questions, and suggests direct countermeasures?

Analysis/Think:
Analyze situation
& underlying
cause creating the
gap



A3 Analysis

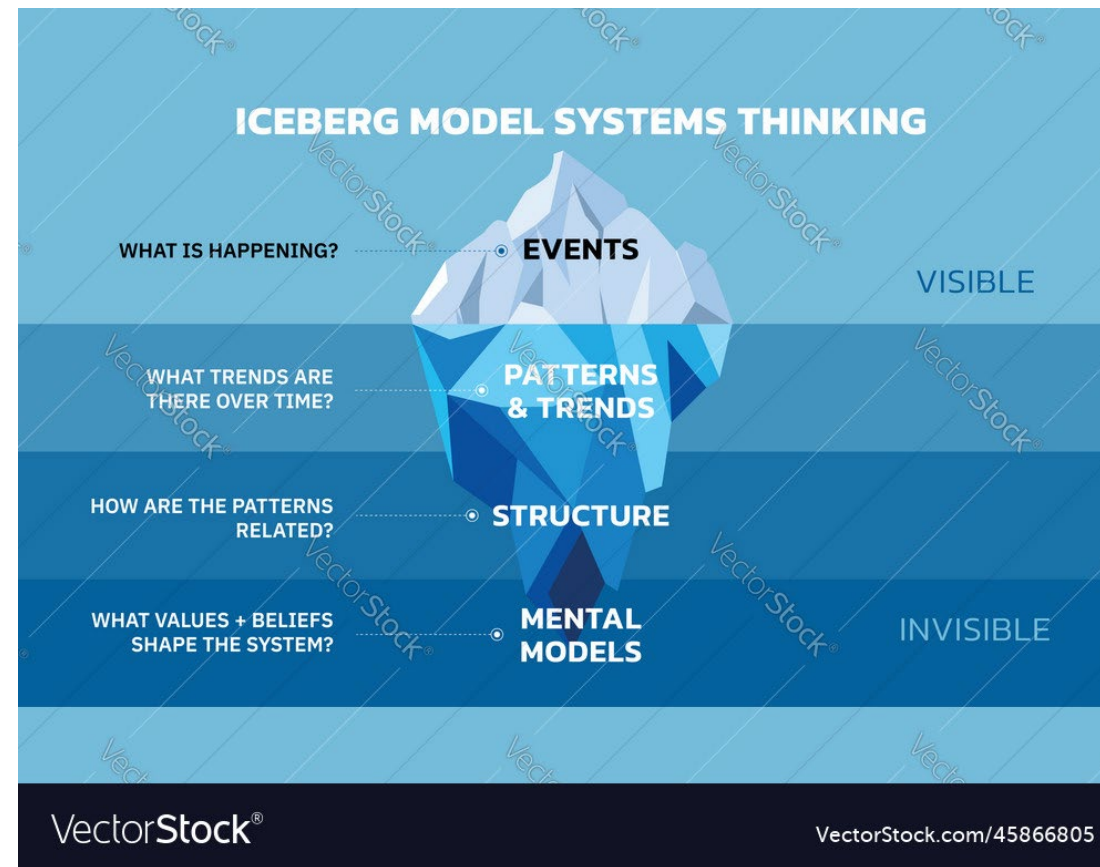
Analysis/Think:
Analyze situation
& underlying
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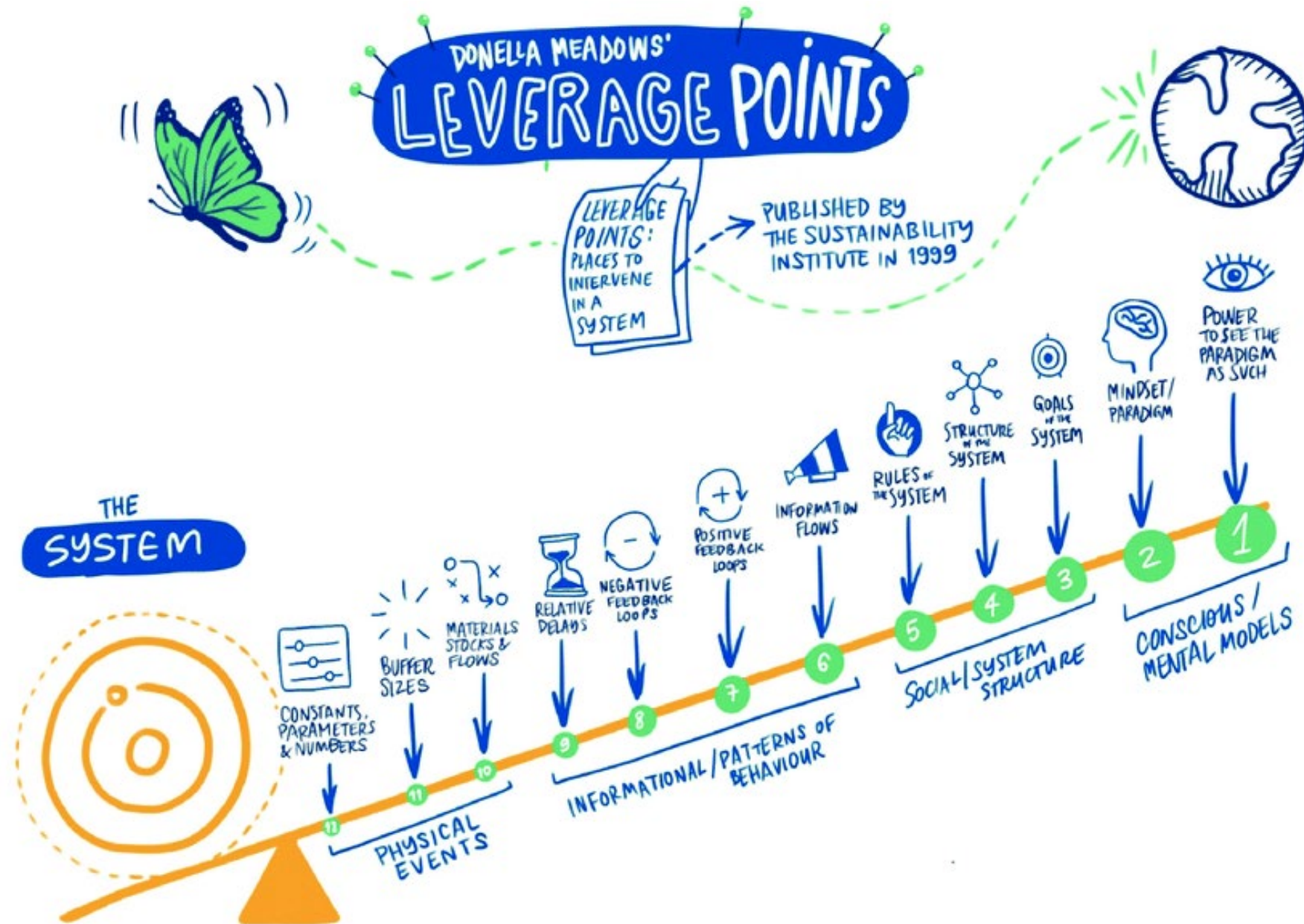
Background <i>Why are you talking about it?</i> <ul style="list-style-type: none"> •Issues of engineer/planner downtime as a result of computer crashing have been increasing resulting in reduced productivity and lost work. •Recent project profit variances tied in part to issues associated with planning, though not all hardware related, have triggered research into root causes and their proposed countermeasures. •Increased pressure in planning phase leads to less review time, which leads to poorer quality. •Company efforts towards increased prefabrication rely upon accurate planning, without which efficiencies sought through prefab are lost to rework. 	Countermeasures <i>What is your proposal to reach the future state, the target condition? How will your recommended countermeasures affect the root cause to achieve the target?</i> <ol style="list-style-type: none"> 1. Hardware Upgrades: Option 1: Upgrade all machines to 64 bit machines, (36 out of the 42 planning systems) , approximate \$3500 for each desktop, total \$126,000, or \$2400 for each laptop, \$86,400. Phased strategy would be recommended based on volume of work within offices and timing of start of new projects. Laptop vs. desktop to be
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Root Cause Analysis <i>What is/are the root cause(s) of the problem?</i> <ol style="list-style-type: none"> 1. Overall size of BIM models have been increasing, this trend is expected to continue 2. Multi-tasking, the need to open several drawings & Navisworks to conduct collision detection and work on the model uses a significant amount of Random Access Memory (RAM) 3. Hardware/Software configuration <ul style="list-style-type: none"> • AutoCAD 2010 – Autodesk support for AutoCAD 2008 will be coming to an end forcing the shift to AutoCAD 2010 or 2011, which uses more RAM • RAM – as models become larger and software more sophisticated the need for more RAM is increasing, the recommended amount of RAM for CAD systems is a minimum of 8GB. • CPU - 32 bit systems maximum RAM capacity is 3.2GB, 64 bit systems can accommodate up to 16 GB. • Video Card – recommend 512 MB on laptops and 1GB video cards for desktops 4. Additional background process running, - virus scanning software is typically set to run automatically at noon or overnight for those machines connected to the network. Some planner machines have been found to still be running at noon. 5. Dwg1 file on start-up not visible yet taking up RAM

The events of a system often occur without seeing the things that caused that event to occur



12 Leverage points of a system



Cognitive Bias

These things can prevent you from seeing how your behavior and decisions effect the system

Fundamental Attribution Error

- The tendency to blame people close to the problem instead of the system that produced the problem
- Blame (fix) processes, not people



PEANUTS: drawings by Charles Schulz; 1989 United Features Syndicate, Inc. Reprinted by permission of UFS, Inc.

5 Why's

“Five why's equals one
how.”

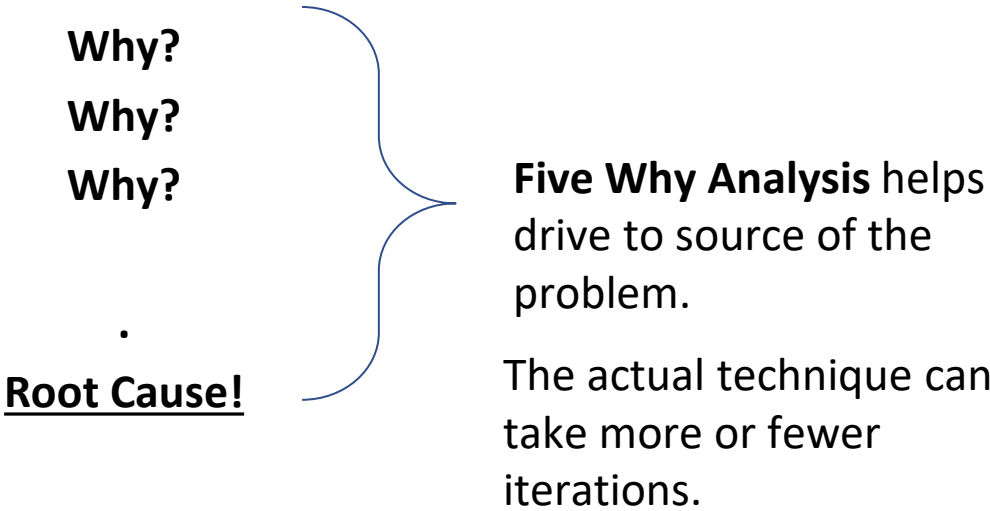
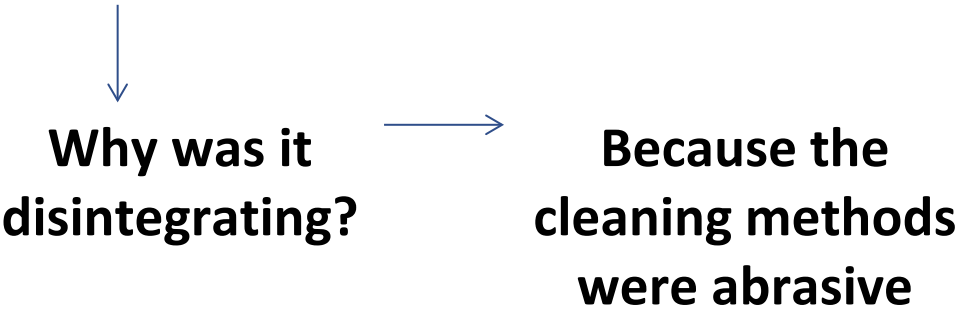
Taichi Ohno



5 Why's

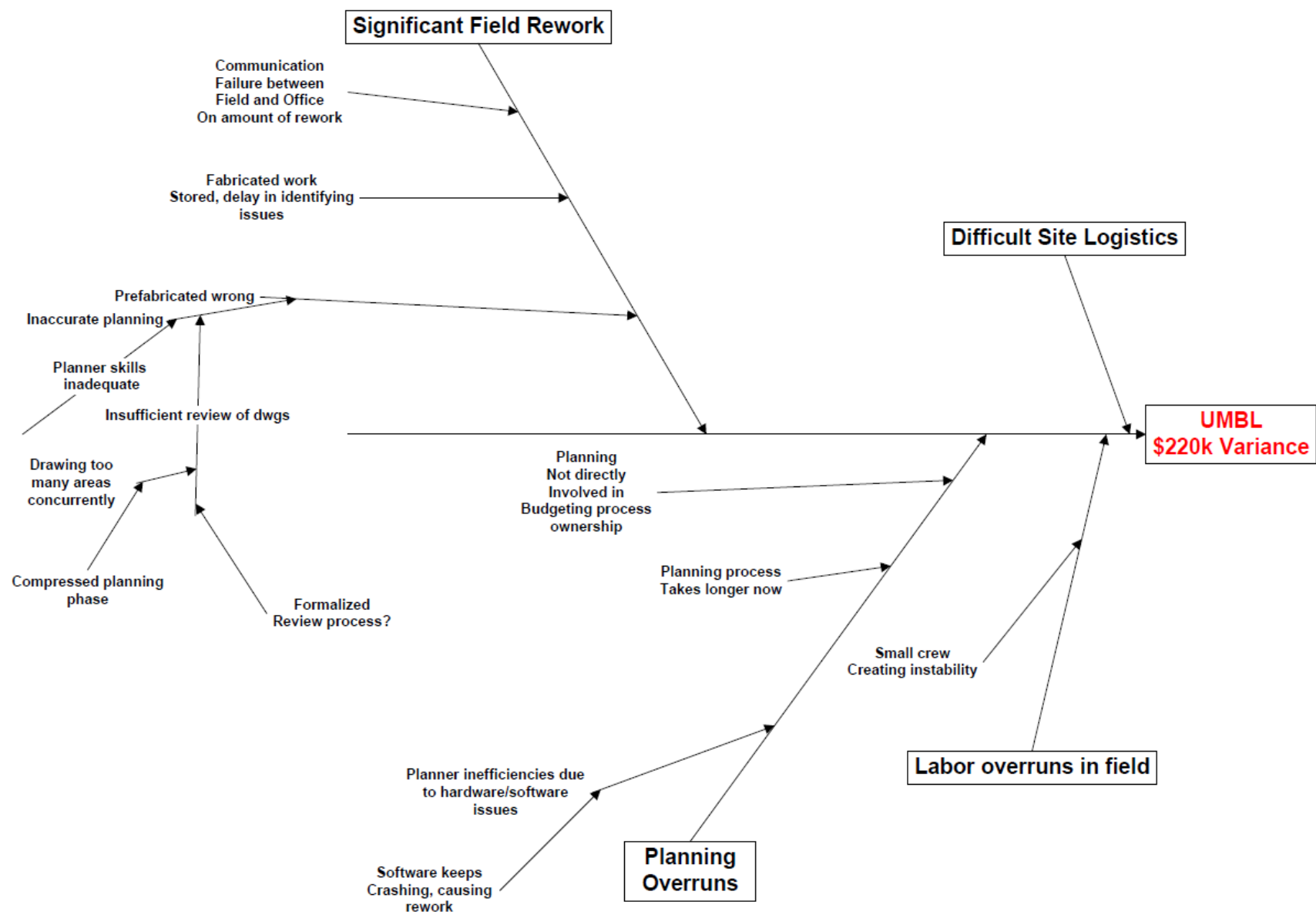


Problem: The Jefferson Memorial was disintegrating rapidly



How many whys did it take to get to the root cause of the Jefferson Memorial's problem?

Example Fishbone – Project Profit Variance



A3 Countermeasures

Countermeasures:

Propose countermeasure or action to address the problem

A3 #	A3 Title	Rev #	Rev Date	Champion	Collaborators	A3 Sponsor	Status

Countermeasures

*What is your proposal to reach the future state, the target condition?
How will your recommended countermeasures affect the root cause to achieve the target?*

- Have you explored every reasonable alternative countermeasure?
- Have you produced viable alternatives based on productive conversations with everyone doing the work? With the customers of the process? With Stakeholders?

Countermeasures

*What is your proposal to reach the future state, the target condition?
How will your recommended countermeasures affect the root cause to achieve the target?*

- Have you explored every reasonable alternative countermeasure?
- Have you produced viable alternatives based on productive conversations with everyone doing the work? With the customers of the process? With Stakeholders?
- Can you show how your proposed actions will address the root causes of the performance problems?
- Can you justify why your proposed actions are necessary?
- Have you continued to go to the gemba in gathering new information and countermeasures?

Current Condition *Where do things stand?*

- What do you actually know and how do you know it?
- Have you gathered and verified facts – not just opinions?
- Have you engaged other people?
- Have you gone to the gemba, observe, and take notes on the current situation?

Goal *What specific outcome do you want to achieve?*

- Can you show the gap between the target and the current state?
- Have you clarified the true business objective?

Root Cause Analysis *What is/are the root cause(s)?*

- Have you used the “5 Whys”? “Five ‘Whys’”
- Did you uncover the right (i.e., most meaningful) root cause(s)?
- Did you isolate the root cause(s) of the major problem?
- Did you capture this material in the most clear and concise way possible?

Plan	Actual Results
<ul style="list-style-type: none"> •How will you check the actual effects? •When will you check them? 	<ul style="list-style-type: none"> •Results as compared to predicted? •Date check was done?

A3 Countermeasures

Countermeasures:

Propose countermeasure or action to address the problem

A3 #	A3 Title	Rev #	Champion	Date Started	Collaborators	Approved Date	A3 Sponsor	Status
---	CAD Hardware Crashes	5	Kevin Labrecque	3/12/2010	BIM Planning Managers (Norris, Mellen, Jackson, Johnson, Brown, Kapala, McIntosh, Shepherd)	5/17/10	C. Bacon	Implementation

Why are you talking about it?	Countermeasures
<p>planner downtime as a result of computer crashing have been experienced. Root causes associated with planning, though not all hardware related, have been identified and their proposed countermeasures. The planning phase leads to less review time, which leads to poorer quality. Towards increased prefabrication rely upon accurate planning, without which efficiencies sought through rework.</p>	<p>What is your proposal to reach the future state, the target condition? How will your recommended countermeasures affect the root cause to achieve the target?</p> <ol style="list-style-type: none"> Hardware Upgrades: <p>Option 1: Upgrade all machines to 64 bit machines, (36 out of the 42 planning systems) , approximate \$3500 for each desktop, total \$126,000, or \$2400 for each laptop, \$86,400. Phased strategy would be recommended based on volume of work within offices and timing of start of new projects. Laptop vs. desktop to be reviewed w/planning managers.</p> Tips & Tricks training – there are certain tips currently circulating on how to keep systems up and running during CAD operations, <i>i.e. always close drawing1 file</i>

Current Condition	Where do things stand today?	Countermeasures
<p>•Each crash costs an individual minutes of downtime between they left off and redrawing if a</p> <p>•Roxanne Mellen of Boston has the # of crashes experienced 6/1/09, the average number 3/8/10 was (4).</p> <p>•Other offices experience similar though the frequency is dependent hardware/software conditions below)</p>	<p>What is your proposal to reach the future state, the target condition? How will your recommended countermeasures affect the root cause to achieve the target?</p> <ol style="list-style-type: none"> Hardware Upgrades: <p>Option 1: Upgrade all machines to 64 bit machines, (36 out of the 42 planning systems) , approximate \$3500 for each desktop, total \$126,000, or \$2400 for each laptop, \$86,400. Phased strategy would be recommended based on volume of work within offices and timing of start of new projects. Laptop vs. desktop to be reviewed w/planning managers.</p> Tips & Tricks training – there are certain tips currently circulating on how to keep systems up and running during CAD operations, <i>i.e. always close drawing1 file automatically created by AutoCAD each time it opened. Use the bi-weekly BIM Forum calls to review best practices and capture ideas on BIM Forum Google site.</i> Review virus scanning schedule on individual planner machines make sure none are scheduled to run during the middle of the work day. Formalize tracking mechanism within BIM Forum Google site for capture of planner system crash experience data. <p><i>Note: Current CAD machines can potentially be passed on to individuals within the organization needing less computing power, the machines are still high end for those purposes</i></p>	

Goal
<p>•Reduce # of average</p> <p>•Size planning machine growth, 2 – 3 years</p> <p>•Zero planning defects</p>

Root Cause Analysis
<ol style="list-style-type: none"> Overall size of BIM Multi-tasking, the need to work on the model Hardware/Software <ul style="list-style-type: none"> AutoCAD 20 shift to AutoCAD RAM – as memory is increasing CPU - 32 bit up to 16 GB. Video Card – Additional background automatically at noon machines have been Dwg1 file on start-up

A3 Implementation Plan

Implementation Plan:
Who, What When of
Implementing
Countermeasures

Why are you talking about it?

Clearly and succinctly define the "presenting problem" – the actual problem you did decide to tackle this problem?
Who owns the process for addressing the problem (or realizing the solution)?

What is the current state today?

• Have you gathered and verified facts – not just data – to clearly understand the current state?
• Have you engaged other people?
• Have you gone to the gemba, observe, and talk to the people who do the work to grasp the current situation?

A3 #	A3 Title	Rev #	Rev Date	Champion	Collaborators	A3 Sponsor	Status

Countermeasures

What is your proposal to reach the future state, the target condition?
How will your recommended countermeasures affect the root cause to achieve the target?

- Have you explored every reasonable alternative countermeasure?
- Have you produced viable alternatives based on productive conversations with everyone doing the work? With the customers of the process? With Stakeholders?
- Can you show how your proposed actions will address the root causes of the performance problems?
- Can you justify why your proposed actions are necessary?
- Have you continued to go to the gemba in gathering new information and countermeasures?

Plan

What activities will be required for implementation and who will be responsible for what and when?
What are the indicators of performance or progress?

What	By Whom	By When	<u>Where</u>

Costs:

Goal

- Can you show the
- Have you clarified

Root Cause Analysis

- Have you used the
- Did you uncover
- Did you isolate the
- Did you capture the
- problems, invites



A3 Implementation Plan

Implementation Plan:
Who, What When of
Implementing
Countermeasures

A3 #	A3 Title	Rev #	Champion	Date Started	Collaborators	Approved Date	A3 Sponsor	Status
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Background Why are you talking about it?

of engineer/planner downtime as a result of computer crashing have been increasing resulting in reduced productivity and lost work. ent project profit variances tied in part to issues associated with planning, though not all hardware related, have led research into root causes and their proposed countermeasures. ssure in planning phase leads to less review time, which leads to poorer quality. wards increased prefabrication rely upon accurate planning, without which efficiencies sought through

Current Condition What is the current state of affairs?

•Each crash costs an individual planner approximately 15 minutes of downtime between reboot, returning to where they left off and redrawing if any work was lost.
•Roxanne Mellen of Boston has been keeping tracking of the # of crashes experienced on a daily basis since

Average of 4 crashes per day = approximately \$80/day in lost productivity

Countermeasures What is your proposal to reach the future state, the target condition? How will your recommended countermeasures affect the root cause to achieve the target?

1. Hardware Upgrades:
Option 1: Upgrade all machines to 64 bit machines, (36 out of the 42 planning systems) , approximate \$3500 for each desktop, total \$126,000, or \$2400 for each laptop, \$86,400. Phased strategy would be recommended based on volume of work within offices and timing of start of new projects. Laptop vs. desktop to be reviewed w/planning managers.
2. Tips & Tricks training – there are certain tips currently circulating on how to keep systems up and running during CAD operations, i.e. *always close drawing1 file automatically created by AutoCAD each time it opened*. Use the bi-weekly BIM Forum calls to review best practices and capture ideas on BIM Forum Google site.
3. Review virus scanning schedule on individual planner machines make sure none are scheduled to run during the middle of the work day.

Plan What activities will be required for implementation and who will be responsible for what and when? What are the indicators of performance or progress?

Item	Who	When
Review A3 with EMT, Branch Managers and Branch Financial Managers.	KL	5/17/10
Develop schedule for individual machine replacement based on branch, IT and CAD administration workloads.	JJ/CJ and Planning Mgr.	By 6/1/10
Develop BIM Forum Site area for tips and tricks, share current best practices on next BIM Forum call.	KL	By 6/1/10
Review and formalize virus scan process for individual planner machines.	JJ	By 9/1/10

Note: Indicator of performance will be plannersystem crash experience through and post transition.



A3 Follow-up

A3 #	A3 Title	Rev #	Rev Date	Champion	Collaborators	A3 Sponsor	Status

Background Why are you talking about it?

Clearly and succinctly define the "presenting problem" – the actual problem that led you to decide to tackle this problem?

What is the process for addressing the problem (or realizing the goal)?

Countermeasures What is your proposal to reach the future state, the target condition?
How will your recommended countermeasures affect the root cause to achieve the target?

- Have you explored every reasonable alternative countermeasure?
- Have you produced viable alternatives based on productive conversations with everyone doing the work? With the customers of the process? With Stakeholders?
- Can you show how your proposed actions will address the root causes of the performance problems?
- Can you justify why your proposed actions are necessary?
- Have you continued to go to the gemba in gathering new information and countermeasures?

Current Condition What things stand today?

- What do you actually know and how do you know it?
- Have you gathered and verified facts – data and anecdotes – to clearly understand the current state?
- Have you engaged other people?
- Have you gone to the gemba, observe, and talk to the people who do the work to fully grasp the current situation?

Plan What activities will be required for implementation and who will be responsible for what and when?
What are the indicators of performance or progress?

Goal What specific outcomes are required?

- Can you show the gap between the target and the current condition?
- Have you clarified the goal?

Follow-up Actions What issues can be anticipated? How and when will you check on effectiveness of your proposed countermeasures?

Plan	Actual Results
<ul style="list-style-type: none"> • How will you check the actual effects? • When will you check them? 	<ul style="list-style-type: none"> • Results as compared to predicted? • Date check was done?

Root Cause Analysis

- Have you used the 5 Whys?
- Did you uncover the root cause?
- Did you isolate the root cause?
- Did you capture the root cause?



A3 Follow-up

Follow-up:
Creates a follow-up/
review process

A3 #	A3 Title	Rev #	Champion	Date Started	Collaborators	Approved Date	A3 Sponsor	Status
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Why are you talking about it?

Computer downtime as a result of computer crashing have been increasing resulting in reduced efficiencies tied in part to issues associated with planning, though not all hardware related, have been identified into root causes and their proposed countermeasures. Pressure in planning phase leads to less review time, which leads to poorer quality. Efforts towards increased prefabrication rely upon accurate planning, without which efficiencies sought through rework.

Where do things stand today?

Each crash costs an individual approximately 20 minutes of downtime between reboots where they left off and redrawing if any work was lost. Roxanne Mellen of Boston has been keeping track of the # of crashes experienced on a daily basis since 6/1/09, the average number of daily crashes through 3/8/10 was (4). Other offices experience similar crash experiences, though the frequency is dependent on specific hardware/software conditions (see Root Cause analysis below)

Average of 4 crashes per day = approximately \$80/day in lost productivity

36 (32 bit) planning machines to be replaced at a rate of one per month based on lost productivity across the whole group

Countermeasures

What is your proposal to reach the future state, the target condition? How will your recommended countermeasures affect the root cause to achieve the target?

- Hardware Upgrades:
Option 1: Upgrade all machines to 64 bit machines, (36 out of the 42 planning systems) , approximate \$3500 for each desktop, total \$126,000, or \$2400 for each laptop, \$86,400. Phased strategy would be recommended based on volume of work within offices and timing of start of new projects. Laptop vs. desktop to be reviewed w/planning managers.
- Tips & Tricks training – there are certain tips currently circulating on how to keep systems up and running during CAD operations, i.e. *always close drawing1 file automatically created by AutoCAD each time it opened*. Use the bi-weekly BIM Forum calls to review best practices and capture ideas on BIM Forum Google site.
- Review virus scanning schedule on individual planner machines make sure none are scheduled to run during the middle of the work day.
- Formalize tracking mechanism within BIM Forum Google site for capture of planner system crash experience data.

Note: Current CAD machines can potentially be passed on to individuals within the organization needing less computing power, the machines are still high end for those purposes

Plan

What activities will be required for implementation and who will be responsible for what and when?

Activity	Who	When
System Upgrade	KL	5/17/10
IT and CAD	JJ/CJ and Planning Mgr.	By 6/1/10
Best Practices on next	KL	By 6/1/10
Training	JJ	By 9/1/10

Pre and post transition.

What issues can be anticipated?

Timing of hardware upgrades with database upgrades and TSI-EST implementation, we will need to address in staggered plan to implement upgrades.

Monthly review of individual planner system crash statistics to understand trends.

Continued system maintenance best practice sharing in bi-weekly BIM Forum calls.

Goal

What specific outcomes are required?

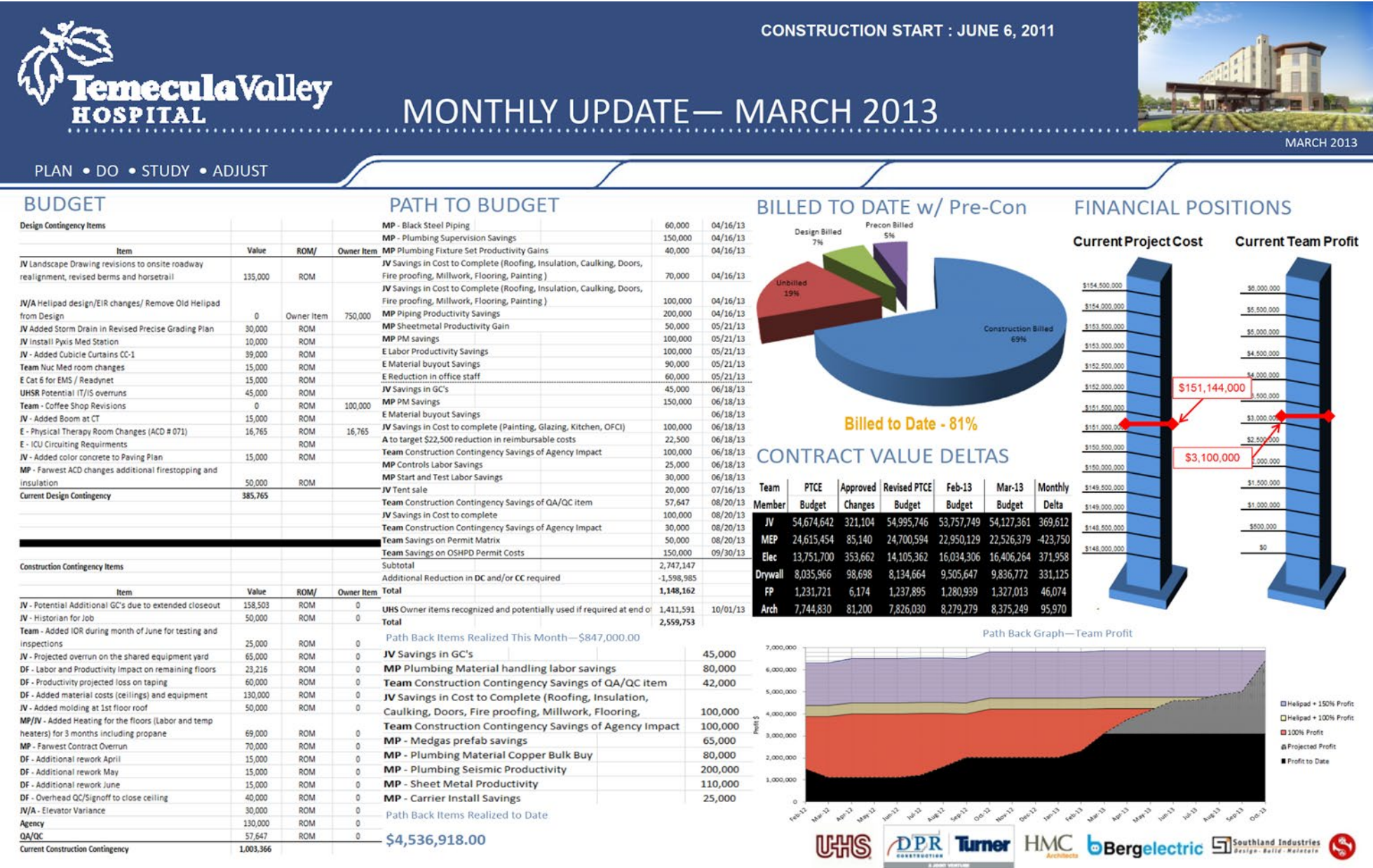
Follow-up Actions



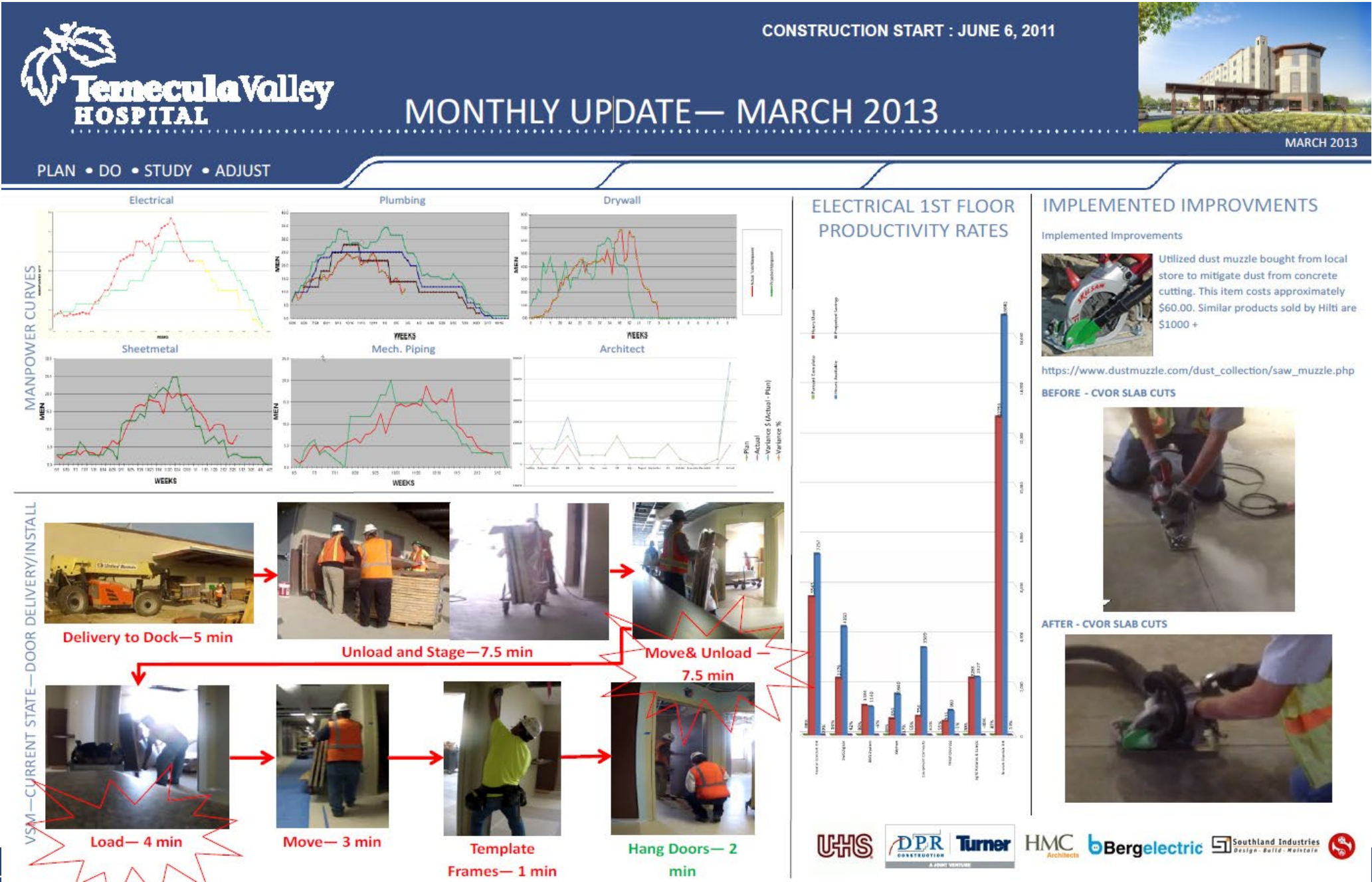
Key Points for Successful A3s

- Go and see, go and see, go and see!
- Decide which specific problem are you trying to solve
- Who is the audience
- What information would be useful to them
- What are the values and philosophies to which your story relates
- Tell the story in the context of those values – this is what ensures your A3 is meaningful to your audience
- Simplify
- Get visual
- Use a pencil

Example Status Report A3



Example Status Report A3



Example Proposal/Decision Making A3



PROJECT GES 002 Graham, NC

A3 NO.	TITLE	COLLABORATORS	CHAMPION
01	Floor Striping Options	Remus Brustur	Blake Brockmiller
DATE	WEEKS UNTIL T.O.	IMPACT TO SCHEDULE	IMPACT TO BUDGET
Nov 25	43 WEEKS	LOW	HIGH

BACKGROUND

Project GES 002 serves as a primary distribution center for GRDI, LLC. As a distribution center the owner desires for marked laydown areas, pedestrian walkways and various floor markings for safety and organization purposes. The warehouse portion of the building is approximately 859,000 SF and drawings show over 80,000 linear feet of marked floor striping.

CURRENT CONDITIONS

The owner has voiced a strong concern over the appropriate product to use in this situation. The product utilized for needs to be able to withstand high fork truck traffic and pallet storage throughout the building. The primary concern is edges chipping due to pallets and wear and tear from fork truck traffic.

GOAL

With the opportunity to address the need for a suitable product before work is to begin, Whiting-Turner has looked into numerous products and options for the floor striping. It is our goal to identify a product and solution that will meet the owner's desires for a lasting and durable product.

THE LINE STRIPING HAS 5 PROPOSED OPTIONS:

OPTION #1: ARMORSEAL TREAD-PLEX

Preparation Work: Acid wash to remove surface contaminants and lightly etch concrete
Application Process: 2 coats of paint at 4" wide
Cost: \$125,009

Pros:

Cons:

OPTION #2: TILE-CLAD HIGH SOLIDS: EPOXY COATING

Preparation Work: Grind the floor 4" wide at all striping locations
Application Process: 1 primer coat, 1 base coat, 1 seal coat
Cost: \$183,701

Pros:

Cons:



OPTION #3: TILE-CLAD HIGH SOLIDS: EPOXY COATING

Preparation Work: Shot blast 7" wide strip at all striping locations
Application: 2 base coats of 4" wide epoxy, 1 coat of clear seal across the 7" prep area
Cost: \$3.20/linear foot = approximately \$259,000
\$17.00/lane marker = approximately \$41,000

Pros:

- This system will encapsulate the striping into the concrete floor
- Durable
- Smooth surface finish
- Local site visit available to view previous jobs

Cons:

- Shot blasting causes dust and excess debris
- 1 year standard warranty
- Causes disturbance 1.5" beyond each striped area to the floor unnecessarily



OPTION #4: INDUSTRIAL PLANT HIGH COATING SYSTEM

Preparation Work: Grind the floor 4" wide at all striping locations
Application: 1 primer coat, 1 base coat, 1 coat of clear seal
Cost: Line Striping = \$371,546
Lane Markers = \$26,240

Pros:

- 5 year manufacturer warranty
- General Polymer system
- Manufacturer will make site visits to verify correct install
- Freezer area paint is specifically rated for temperature shock

Cons:

- Grinding prep work causes dust and excess debris



OPTION #5: 100% SOLIDS EPOXY COATING

Preparation: Grind the floor 4" wide and key all edges at striping locations
Application: 1 primer coat, 1 base coat, 1 seal coat
Cost: \$4.90/linear foot = approximately \$400,000
\$150.00/lane marker = approximately \$360,000

Pros:

- System is "built into" the floor
- Clean and straight edges from detailed keying
- Single source manufacturer product- Cornerstone makes and installs their own product

Cons:

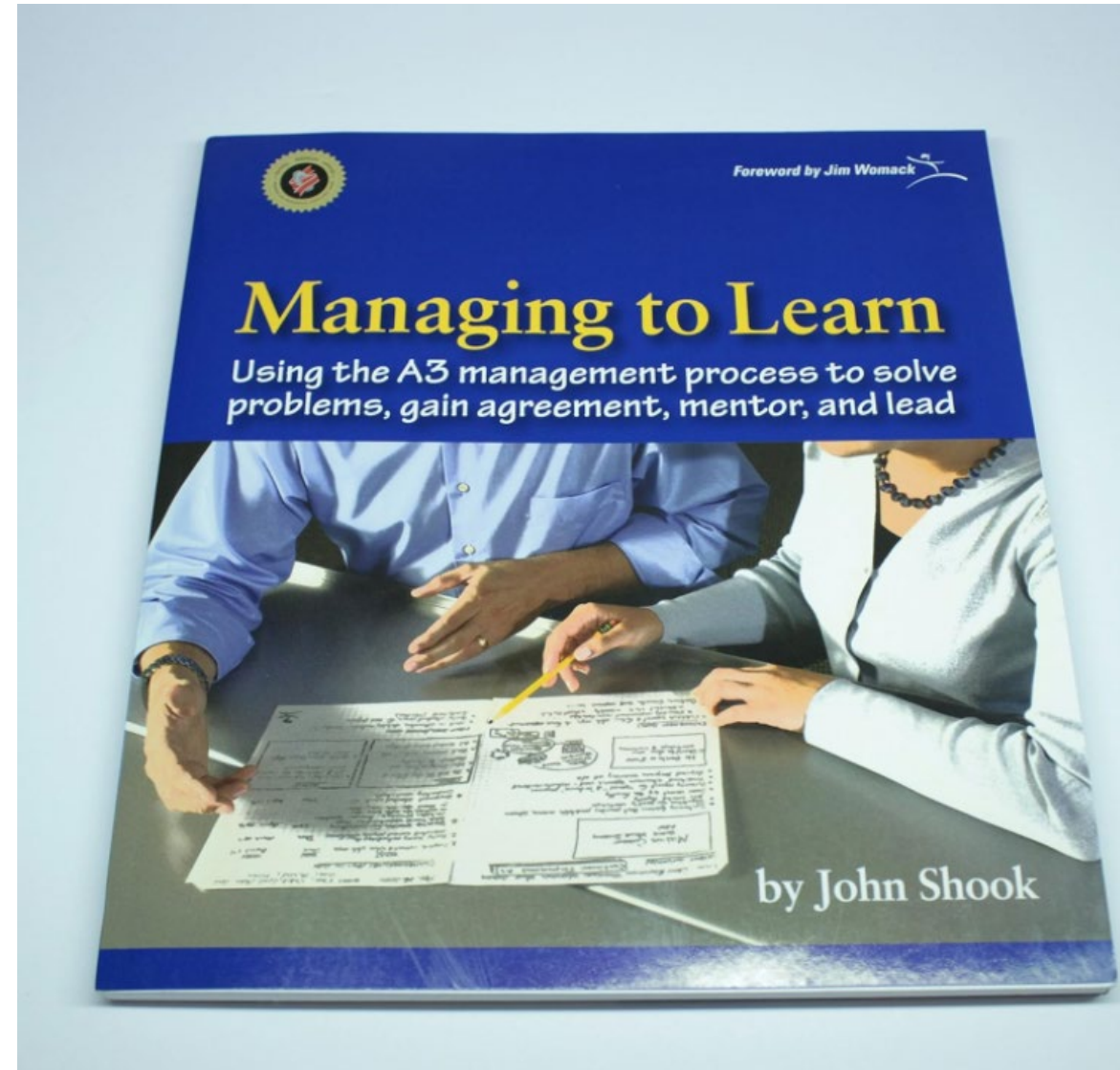
- 200% more expensive than the next closest option
- Time consuming
- Requires areas to be completely inaccessible for periods of time
- 1 year standard warranty



Courtesy of Whiting-Turner

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Further Reading



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Questions

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26TH LCI CONGRESS
OCTOBER 22-25, 2024



In the spirit of continuous improvement, we would like to remind you to complete this session's survey! We look forward to receiving your feedback.



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Thank you for attending this presentation. Enjoy the rest of the 26th Annual LCI Congress!