

Problem Solving (A3) Report

Topic: Apartamentaso

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1. Identify a Problem	PLAN
<ul style="list-style-type: none"> Students looking for an apartment are signing a contract blindly without knowing how responsible and understanding the landlord is and the conditions in which the apartment or building is in. Unaware of: <ul style="list-style-type: none"> Red flags → Indicates that a service is covered (ex. Wi-Fi) but it's not included or doesn't function properly and doesn't do anything to resolve it. Landlord doesn't give proper maintenance to the building or apartment's surroundings, doesn't exterminate, etc. If the landlord is always asking to come inside the apartment for any reason. How understanding the landlord is when something either accidentally or randomly breaks or stops working College students have a hard time finding a good apartment that suits their interests, needs and budget 	

2. Set the Target	PLAN
<ul style="list-style-type: none"> Provide a collection of apartments near university areas and its reviews to students that are looking to move into a new apartment but would like to be more informed before making a decision. Facilitate the action of getting more information on apartments and deciding whether to sign a contract with that landlord or not. Increase transparency between the students and the apartments and their landlords. 	

3. Analyze the Causes	PLAN
<p>College students go into contracts blindly without having any feedback from past students that lived in that apartment.</p> <p>⇒ Why? Because the possible new tenant doesn't have the chance to speak with a current tenant.</p> <p>⇒ Why? Because the possible new tenant is an incoming student and isn't aware of what areas or buildings to avoid.</p> <p>⇒ Why? Because there is no specialized system or platform that has reviews for apartments near University areas.</p>	

4. Propose & Implement Countermeasures	PLAN/DO
<ul style="list-style-type: none"> Create an application for students that are looking for a new apartment to read reviews from past tenants. This helps students have some feedback and insight into their landlords before deciding whether to sign a contract or not. Create a search and filter for students to find the best areas, apartments, buildings and landlords near their University campus. This facilitates their decision making and moving process. Create an optional registration where students can upload their reviews of existing apartments, buildings and landlords or submit a new non-existing apartment. 	

5. Check/Evaluate	CHECK
<ul style="list-style-type: none"> Our criterion to determine if the platform is working effectively and helping students find an apartment that meets their interests and needs: <ul style="list-style-type: none"> Monitor and analyze the number of users, the amount of students reading and interacting with the reviews, the number of reviews being submitted, the number of apartments being created and the overall ratings. Periodically ask the users for feedback and possible improvements to be done on the platform to ensure they have a positive experience and continue to use our app. Our solution could fail to be effective if: <ul style="list-style-type: none"> It does not become noticed by the student body. The students do not submit or interact with reviews. 	

6. Act and/or Standardize	ACT
<p>After finishing the process of analyzing and obtaining a strong possible solution, the team will forward in the direction of taking the correct steps to completely understand and meet our customer's demands. In order to make this happen, we must assess the following things:</p> <ul style="list-style-type: none"> Achieve customer satisfaction by covering all of the wants and assessing all of the objectives. The team will take on tests to validate that our software meets our clients demands. As learned from the LEAN Method, we will continuously develop with feedback provided by stakeholders and customers in order to reach a better and loyal product. Standardize the technology stack that is robust, has a strong support community, and can be learned or mastered by every team member. 	

⇒ **Why?**

Because the possible new tenant isn't aware of any feedback from students based on word-of-mouth or friends that have lived there.