| **ID** | **Description** | **Cause** | **Symptoms** | **Impact** |
| --- | --- | --- | --- | --- |
| # | What’s the problem? | What causes the problem? | How do we know the problem exists? | Why is this important? What are the consequences? |
| *1* | *Miscalculated Bills* | *Lack of bill computing system that would be able to compute the bills without error.* | *The bills received by the tenants do not match the readings of their respective meters.* | *Loss of Revenue* |
| *2* | *Owner is unsure whether the dormer is in or out of the dormitory* | *Lack of Attendance Logging System* | *Whenever there are calls, the owner has to go directly to the dormer’s room just to check if he/she’s there or not* | *Maximum security of the dormers is not met.* |
| *3* | *Disorganized Room Assignment* | *Admin assigns dormers to rooms that are already occupied because there are too many physical forms to look at.*  *Process of searching for vacant rooms is slow.* | *Over accepting of tenants*  *Over assignment of tenants into dorms* | *Loss of the revenue and customers* |
| *4* | *Information about the tenant is difficult to retrieve. (Contact number, address, course, year of graduation)* | *Lack of Organized System*  *Documents are paper based.* | *Admin cannot find the information of the tenants needed in the business process* | *Slow Service*  *Unreliable Information* |