

Problem Solving (A3) Report

Topic: Trolley Location System

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1. Identify a Problem

PLAN

It is expected that every student waiting for the transportation services offered by the college, should not wait more than 10 minutes to receive this service, based on the “trolley” route hours. This standard is not currently being satisfied. Students have wait from 15-20 minutes to receive the service, since no tracking system is available to know the current arrival time of the trolleys. Students have access to the location of the trolleys to know if it will be possible for them to arrive on time to their next class, in the case they decide to wait for the trolleys.



2. Set the Target

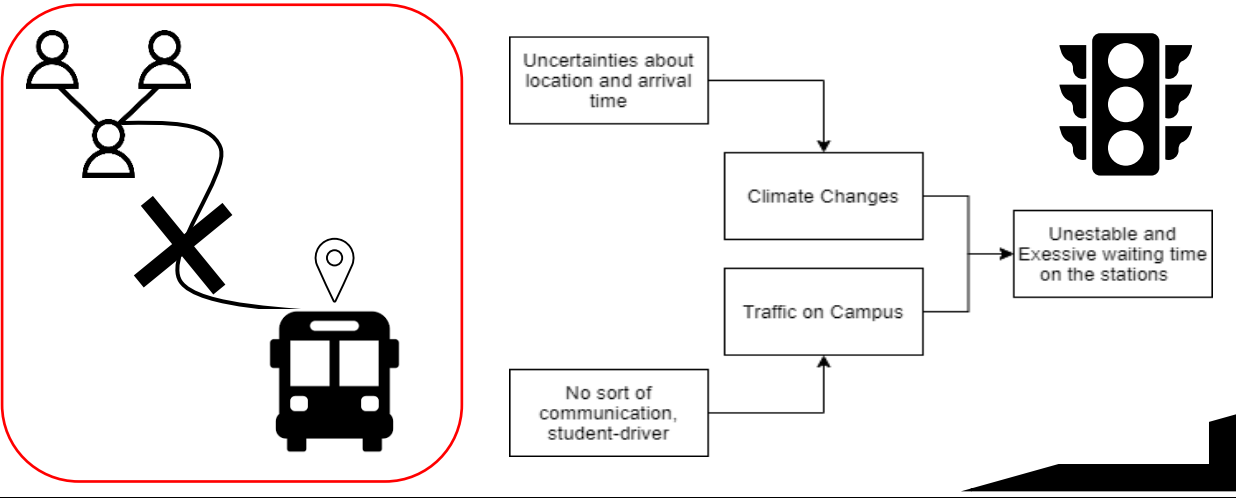
PLAN

Reduce by almost 50% of the total amount of time a student must wait, after arriving to the trolley station and provide a structural location tracker for the campus transportation system.
Graph comparing actual waiting time and projections



3. Analyze the Causes

PLAN



4. Propose & Implement Countermeasures

PLAN/DO

Cause	Countermeasures	When	Who
A nonexistent structural location tracker for the campus transportation system.	1. Recollect data from students about their waiting time.	1-2 Weeks	All Team members
	2. Bring drivers a better route organization system	1 Month	All Team members
	3. Design a tracking system that benefits both drivers and students to reduce the waiting time.	December	All Team members



5. Check/Evaluate

CHECK

6. Act and/or Standardize

ACT