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Topic: Entertainment Helper

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1. Problem Background

- Too many shows to watch; hard to keep track of. Often shows are not watched completely due to either distractions from other shows or they're not engaging enough.
- Far too much time is wasted figuring out what to watch next or trying to see which shows to finish.
- Americans spend about 48 hrs/year picking out what to watch next.¹ They spend an average of 17.8 minutes browsing possible TV & movie options before selecting something.²

2 Target

- Create a web-app that allows users to create an account in order to access recommendations & log features. App will allow users to log/rate shows they've seen, are currently watching & will watch. This should be completed by Nov/29/2022.
- Users will spend at least 1/2 the time they usually do choosing what to watch.

3 Causes

Problem:

People waste too much time choosing what to show/movie to watch.

why? ↓

It is hard to keep track of shows & figure out what to watch next.

why? ↓

There is an increase amount of entertainment whether it's movies, TV shows or documentaries.

why? ↓

Entertainment media is now far more accessible than it ever has been.

why? ↓

Companies created online streaming platforms w/ huge amounts of diverse content.

why? ↓

In a convenient society, companies focus on profits and make as much content as possible in order to sell it & keep profit higher & higher.

4. Countermeasures

1. Let users assign media to specific categories in order to keep track of desired content: To Watch, Currently Watching & Watched
2. Allow user to modify said categories
3. Allow user to know how many eps/ how long something is & how long until they finish it
4. Users can rate things they've seen based on a 5 star system. Program recommends content to viewers based on what's listed in their Watched category, so long as it has 3 stars or more. Other option is to ask user certain questions & look for a recommendation based on the answers given

5. Check/Evaluate

- Project will be considered successful based on accuracy of recommendations given to users & if it has reduced time wasted browsing for things to watch, as well as user engagement.
- Project will be considered a failure if it does not cut back time spent browsing things content, if recommendations are disliked by the users & little to no user engagement with the app.
- The root cause of the issue was people not having the time or organization required to keep track of so much content, & given that this is essentially an organization/time management tool, it is okay to assume root cause will be eliminated.

6. Act/Standardize

- Check for improvements on app & act on it
- Make sure to always keep updating TV show/movies/docs library by expanding & keeping up w/ new releases.
- By end of project, team members will know how to use a new framework & programming skills, as well as good practices in the process of planning & developing an app. Personal & Professional work is ensured regardless of outcome of project.

Problem Solving (A3) Report

Topic:

Date:

1. Identify the Problem

Ask:

- What is the standard?
- Does it meet the customer's point of view
- Is understood by those doing the job
- Are we meeting the standard
- What is the GAP
- Gather facts as known from Gamba - Who, What, When, Where
- How important is it to solve this problem
- What did you do to contain the problem

Show:

A clear statement of the problem using sketches, graphs, and charts

Tools:

Line graph, prioritization Matrix, 4Ws, Tree diagram, pareto diagram

PLAN

2. Set The Target

Ask:

- What are your intermediate targets (milestones) and when do you expect to achieve them
- Show:
- A statement or graph indicating targets

PLAN

3. Analyze The Causes

Ask:

- Why does this problem occur
- Do potential causes map to known facts
- What are reasonable assumptions to make about potential causes (where should we look first)
- Can we gather more facts to help determine Root Cause
- Can we explain the cause and effect relationship plausibly
- Show:
- How we arrived at the Root Cause
- Tools:
- Fishbone diagram, pareto chart, tree diagram

PLAN

4. Propose and Implement Countermeasures

Ask:

- What countermeasures are necessary to eliminate the Root Cause
- Which countermeasures are most feasible and effective; likely to cause the least impact; what is the cost, difficulty
- Can I select the countermeasures that will achieve my targets

Show:

Countermeasures and why they were selected

Tools:

Countermeasures Matrix

PLAN / DO

5. Check/Evaluate

Ask:

- Did the countermeasures work
- Was the target achieved
- Can I verify that the Root Cause was eliminated (can I turn it off & on)
- If the countermeasure was not effective, why didn't it work

Show:

The results; describe the reliability of the new process

Tools:

Line graph, pareto

CHECK

6. Act and/or Standardize

Ask:

- How will we ensure the process continues to work (stays solved)
- What have we learned
- Where else can we apply this learning

Show:

New or changed procedures, plans to apply learning in other areas

Tools:

Standard Operating Procedures

ACT

Sources

1. <https://www.vox.com/ad/20974139/streaming-content-movies-tv-shows-algorithm-human-choice>
2. <https://www.pcmag.com/news/netflix-users-waste-ton-of-time-searching-for-something-to-watch>

2

Pets Parking Music Events Media
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