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**Problem Definition**

**MBC-638 Data Analysis and Decision**

**A. Problem statement.** Define your problem. What pains are you (or your customers, family, clients, etc.) experiencing? What is broken, wrong, or not working? How do you know that you have a problem? What is telling you this? What is your evidence?

The problem that I will be looking to resolve is reducing my screen time on iPhone. Constantly checking my phone has caused me to not be present in the moment when around friends/family. This week alone I have daily avg of 5h 32 of social media screen time this week. I know this is a problem because I have had members of my phone mention my excessive Phone use.

**B. Business impact.** Why should you fix this problem? What is the estimated benefit for solving this problem? What is this problem worth in dollars? How will you measure success? What is your key output (*y*)?

This problem should be fixed because it impacts the amount of time that I’m being productive. It interferes with studying, work, and family time. The benefit of reducing my screen is it will increase the time I spend being productive, by focusing on things that beneficial. If I quantify this problem, I will base it on a combination of my salary based on hours and daily cost of my gym membership, so $45 an hour. My measure of success would be reducing my daily average screen time by an hour. Currently my daily 9 hours and 28m and average daily times I pick up my phone is 135.

Key outputs:

* Daily Pickups: number of times I pick up my phone a day
* Screen Time: hours that I’ve been looking at my screen
* Notifications: How many notifications am I receiving from different applications on my phone

**C. Goals.** What are your improvement objectives, goals, or targets? How much "better" do you want to be? Quantify this goal.

Goal: My objective is to reduce my daily screen time by 1 hour. Meaning taking it down from 9hours to 8hours or lower.

**D. Project scope.** What are your boundaries? What is the first step and last step of the process you need to fix? What is not within your scope?

- First step that needs to be fixed: The amount of times I check my phone

- Last step: The amount of time I linger on my phone.

What is not in scope is work related application screen time such as Outlook, Slack, Microsoft teams, Fitness Pal, and 2SU.

**E. Team.** Who is the process owner/champion? Who do you need to work with or involve to analyze and/or impact this process?

Myself

**F. Project plan (very high-level).** Estimate time (or date) per DMAIC step. Develop a rough timeline.

Define: 4/14/22

Measure:4/20/22

Analyze:4/25/22

Improve:4/25/22-5/30/22

Control:5/30/22->

**G. Process map.** What are the steps in the process you are trying to fix? Document the flow of process steps (of the process you are working to improve). This should be a high-level flow chart.

Diagram

Description automatically generated