PROBLEM SOLVING A3 (REPORT) TOPIC: SERVICE COMPLAINT PR

1. Identify the Problem:

The topic is related to the services that are available in Puerto Rico like the electrical or water company, the transportation system, and other services. What is been identified as a problem is that many services don't provide the status on what is been worked on or official announces of the company related to outages of the service.

4. Propose and Implement Countermeasures

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I propose an app that a user can post and give complaint of certain services that have problems. The user by posting this complaint can achieve attracting the attention to other citizens and employees of the service. An employee can intervene on the post that the issue is been prioritized to be fixed and the status of it. This app also helps you check on current outages of the service or news about them.

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2. Set the target

- Citizens who use or consume public and private services daily.
- Employees or the Administration of the service.

5. Check/Evaluate

- The app itself solves or presents the information needed to inform the user about any outages of the service.
- It can post and give status if the problem has been in the works to be solved or handle by the administration.
- Post have upvotes to show the importance of the complaint by the community or group of users that use the service.

3. Analyze the causes

- Not keeping track on the things, they must fix.
- Availability of workers.
- Lack of resources to distribute in the company.
- Very phew announces to the public about the service.

6. Act and/or Standardize

- This app can also be applied to any service or company that would want to develop their own app to inform their clients. It doesn't have to be an app, but a website integrated to any of their main sites that they inform the people. We can say that it could become a feature on an existing website rather than a separate one or as an app.