A3 PROBLEM SOLVING TOOL: Cleaning Services   Contact: Angel G Gonzalez   Date: 02/02/2022

Identify the Problem
- What issue or problem do we need to solve?
- In today's world people are too busy working and don't have time to clean their houses.
- Also, we have elderly people who do have time but don't have the ability to clean their houses.
- It will enable people to get a person that can come to their house and clean it for them without having to be in their house.

Set The Target
- Who are internal and external customers?
- Our plan is to target a part of the cleaning and professional services industry by allowing the end user and the supplier to have a faster way of communication.

Analyze The Causes
- This problem occurred since there are people who work 8 to 12 hours a day, have kid and other personal responsibility which limit the time that those people don't have free time to do pretty much anything.

- Also, we have people who have disabilities or are older in age and do not have the capabilities of cleaning them own house.

Propose and Implement Countermeasures
- Let users select the time and date that's is more convenient for them to get their house cleaned.
- In the service provider end it will help them expand their clients so they can generate more income.
- Let users select the different type of cleaning services they want done.
- Let users select the option to have the service provider come and clean weekly by paying a monthly fee.

Check/Evaluate
- While the number of users keeps growing the service providers will have more opportunity to generate more income allowing then to keep using the platform resulting in the growth of the app.
- The failure of the app will be determined by the active use of the app by the end users.

Act and/or Standardize
- The app success will be determined by promoting the app and by adding different services besides cleaning like pluming, mechanic, tutors, etc.
- As a result, the team will have learned different programing skills, front end and back-end development and the process of developing an app for public use.