

## Problem Solving (A3) Report

Topic: [Bulletin Board Online]

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1. Identify a Problem	PLAN
<p><b>Problem:</b> Bulletin boards on campus are not efficient enough, especially in a technologically advanced society where all can be found using our smartphones (and during pandemic it's even more evident the need for a digital bulletin board). People tend to ignore bulletin boards inside campus (most of the times because they're on their phones) and a lot of information is lost on those bulletin boards. Information such as apartments for sale, events nearby, societies/clubs' notices, and others are lost. Since a bulletin board's objective is to impact new people, normal social webs wont work since on there you need to follow/like a person/webpage beforehand to get news on such, say for example, an association's Facebook page.</p>	
<pre>graph LR; Information --&gt; Smartphone; Smartphone --&gt; User; Information -.-&gt; BulletinBoard[Bulletin Board]; BulletinBoard -.-&gt; User;</pre>	
<p>This table wants to convey that evidently smartphones (or any device alike) are the go-to option for information seeking.</p>	

2. Set the Target	PLAN
<p><b>Targets:</b></p> <ul style="list-style-type: none"><li>• Offer a secure web page that gives access to students (preferably on campus) to information otherwise lost on bulletin boards, more accessible and faster.</li><li>• Present a place where associations/clubs and/or university-related organizations to announce information for student's interest (information normally found on bulletin boards).</li><li>• <b>Secondary:</b> Create a "social web" where students can get the latest news and events normally found on a bulletin board in campus and can feel good while doing it with the use of aesthetic designs and fast and accessible.</li></ul>	

3. Analyze the Causes	PLAN
<p><b>Causes:</b></p> <p><b>-Root:</b> People nowadays want information as accessible as in their hands.</p> <p><b>-Others:</b></p> <ul style="list-style-type: none"><li>• Busy students tend to overlook bulletin boards because they have so much on their minds.</li><li>• Bad positioning of these bulletin boards lowers effectiveness.</li><li>• Bad visibility: too much information in such a little space, whereas in a web page that data can be compressed and aesthetically improved. Bad visibility can (and will) affect the viewer's willingness to receive information.</li></ul>	

4. Propose & Implement Countermeasures	PLAN/DO
<p><b>Proposal:</b> Creating primarily a local-scaled (campus) web app (somewhat a social web), then if time is not lacking, an app. This webpage will help students access more easily information normally given on bulletin boards. Name of the web app could be "RUM Bulletin".</p> <p><b>Other Things to Consider:</b></p> <ul style="list-style-type: none"><li>• User security.</li><li>• User's option to block unwanted notices/posts: since it is a bulletin board, the user will not need to "follow" or "like" an organization to receive their notices, however the option to NOT receive a certain organization's notices must be considered.</li><li>• Server optimization.</li><li>• Server/domain cost (if web app becomes public): this cost will vary depending on domain, but must be considered, otherwise cost is not an issue.</li></ul>	

5. Check/Evaluate	CHECK
<p><b>ASK:</b></p> <ul style="list-style-type: none"><li>• Did the countermeasures work?</li><li>• Was the target achieved</li><li>• Can I verify that the Root Cause was eliminated (can I turn it off &amp; on)</li><li>• If the Countermeasure was not effective, why didn't it work</li></ul> <p><b>SHOW:</b> The results; describe the reliability of the new process</p> <p><b>TOOLS:</b> Line graph, pareto</p>	

6. Act and/or Standardize	ACT
<p><b>ASK:</b></p> <ul style="list-style-type: none"><li>• How will we ensure the process continues to work (stays solved)?</li><li>• What have we learned?</li><li>• Where else can we apply this learning?</li></ul> <p><b>SHOW:</b> New or changed procedures, plans to apply learning in other areas</p> <p><b>TOOLS:</b> Standard Operating Procedures</p>	