

Problem Solving (A3) Report

Topic: Subscriptions/Bills Organizer and Tracker

Date: 8/19/2020

Name: Jairo Rosado Soto

1. Identify a Problem	PLAN
<ul style="list-style-type: none">➤ Most people in our present time tend to have multiple services that they must pay on a monthly or yearly basis. Keeping track of all these services constantly can be quite stressful and daunting task for most people.➤ People tend to forget about one of their payments or subscription renewal dates and end up with extra charges.➤ Having to search through multiple websites and applications to verify expiration dates or make payments creates an unnecessary disturbance for the consumer.	

2. Set the Target	PLAN
<ul style="list-style-type: none">➤ Create a web application that offers users in need of balance with their expenses, a secure and simple way to track, monitor, and organize all their monthly or yearly subscription services/bills in one location.➤ Provide users an easy and time efficient way to organize all their important expenses. Created for people that want an optimal experience that removes the hassle of having to search for each subscription or payment one by one.	

3. Analyze the Causes	PLAN
<ul style="list-style-type: none">➤ People tend to use so many services from a lot of different companies in our present time that they tend to forget about some of them.➤ New services or applications that captivate consumers keep appearing constantly which lead to more expenses that need to be tracked.➤ Consumers would prefer to review all their expenses in one location if possible.➤ Every month people tend to waste unnecessary time having to search through multiple different applications to find which service they still have not paid.	

4. Propose & Implement Countermeasures	PLAN/DO
<ul style="list-style-type: none">➤ Create a web app that lets you create a secure personal account. From this account the user will be able to add as many different services that they utilize with its name, monthly/yearly price, its payment or expiration/renewal date and the user could provide a URL address for each service.➤ The app would have separate tabs to organize for different types of services, whether it be entertainment, work related, home expenses, etc.➤ The application should notify the user in advance when the payment or renewal date of a service is approaching so that the user can plan accordingly.➤ User security would be most important. It should be user friendly and be able to provide quick access to any of the services the user adds to their account.➤ The cost and success could be measured by how much traffic and interaction the application gets and provides to all other services.	

5. Check/Evaluate	CHECK
<p>ASK:</p> <ul style="list-style-type: none">• 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 <p>SHOW: The results; describe the reliability of the new process</p> <p>TOOLS: Line graph, pareto</p>	

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