Problem Solving (A3) Report

Topic: Check-in/Check-out tracker for employees and customers.

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1. Identify a Problem — PLAN

Keeping track of the people inside a store or any location specially with multiple entrances during times like the current pandemic where you must comply with a limited amount of people inside the location.

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2. Set the Target — PLAN

-Keep accurate tally of the people inside a location.
- Having users checking in/out
- Limiting entrance when max capacity is reached

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3. Analyze the Causes — PLAN

Having multiple entrances on a location Can make it difficult to have an accurate tally of people/customers inside especially when the employees keeping track only use analog tally counters and are never in sync between all the entrances. Also, there are other locations that do not even keep track since they can't afford to have an employee just counting people entering the location.

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4. Propose & Implement Countermeasures — PLAN/DO

Having a web app that people can check-in/check-out of the store/location no matter from where you enter can keep accurate track of the total amount of people inside and making sure the limit is never passed. Plus, not wasting employees on the entrances just counting people is a good benefit.

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5. Check/Evaluate — CHECK

ASK:
- 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

SHOW:
The results; describe the reliability of the new process

TOOLS:
Line graph, pareto

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6. Act and/or Standardize — ACT

ASK:
- How will we ensure the process continues to work (stays solved)?
- What have we learned?
- Where else can we apply this learning?

SHOW:
New or changed procedures, plans to apply learning in other areas

TOOLS:
Standard Operating Procedures

Template by Ignacio Tampe