

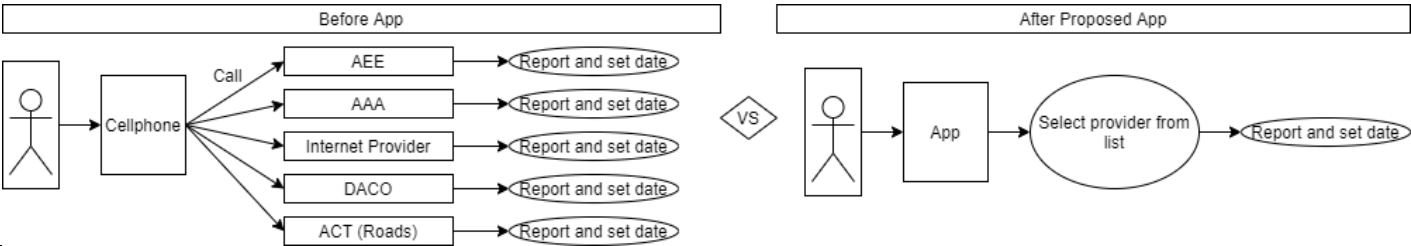
Problem Solving (A3) Report

Topic: Community Reporter

Date: 19/8/2020  
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1. Identify a Problem PLAN

**Problem:**  
For many years the only means of reporting faults in our communities have been to pick up the phone, talk to a machine and wait for a representative to pick up. After explaining the situation, try and set up some appointment date for the problem to be fixed. In Puerto Rico due to aging infrastructure as well as years of hurricanes and storms, occasionally our communities will suffer from power loss, no water, internet connection problems, potholes in roads, etc. This app aims to offer an all in one experience to report any damages your community is suffering.



2. Set the Target PLAN

- Targets**
- Provide means of consumers securely reporting any faulty system within the community
  - Speed up process of reporting damaged infrastructures
  - Provide suppliers with list of customers suffering issues
  - Better understand communities' needs
  - Strive to have better and more maintained infrastructures

3. Analyze the Causes PLAN

- Causes:**
- Years of government neglect
  - Poor infrastructure maintenance
  - Hurricanes, storms, earthquakes, etc.
  - Funding not reaching desired the communities that need it most
  - No knowledge of faults existence

4. Propose & Implement Countermeasures PLAN/DO

**Proposal:**  
Create an application where all citizens can access and report any damage or failure in their communities so that the corresponding authorities are alerted of said faults and can be worked on as soon as possible in order to correct and prevent further damages to infrastructures that could have been saved otherwise.

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

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