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| **Problem Solving (A3) Report** | **Topic:** Mechanics Database | **Date:** August 19, 2020 |
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| **1. Identify a Problem** | **PLAN** |  | **4. Propose & Implement Countermeasures** | **PLAN/DO** |
| The customers are disappointed with the shop’s miscommunications about the conditions and progress of their cars.  The shop is at risk of losing all its clientele. | |  | Creating a web site so that the customers can track the progress of their order.  The employees can update the progress of the order as it gets completed. | |
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| **2. Set the Target** | **PLAN** |  | **5. Check/Evaluate** | **CHECK** |
| Organizing the customer’s order so that they can track the progress in their car’s order. | |  | Customer’s satisfaction with the shop increased by 60% and the shop is maintaining its quota. | |
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| **3. Analyze the Causes** | **PLAN** |  | **6. Act and/or Standardize** | **ACT** |
| The shop has many orders placed on it and the employees cannot keep track on all of them.  The employees do not have an organized way to store the orders and check the progress on it. | |  | The employees maintaining the web page updated will help in maintaining their customer’s trust.  We can apply this learning to other shops and areas. | |