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| **Problem Solving (A3) Report** | **Topic:** Parking availability at UPRM | **Date:** August 19, 2020 |
|  | **Name:** Javier O. Rosado Sepulveda |

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| **1. Identify a Problem** | **PLAN** |  | **4. Propose & Implement Countermeasures** | **PLAN/DO** |
| At UPRM campus, there is not a software that can tell the availability of parking and where are located the available parking slots. Many students arrive in a hurry at the Campus and with the help of the software application, students will save time looking for parking slot. | |  | The countermeasures that are most likely to eliminate the Root Cause are to deploy an application and place a board on each parking lot with a QR Code. This way, when the students park, they can scan the QR Code through the application and mark that parking lot as “non available”. Also, a research about the costs will be needed to know how expensive can be to create QR Codes and place it on a board at each parking lot at the Campus. | |
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| **2. Set the Target** | **PLAN** |  | **5. Check/Evaluate** | **CHECK** |
| The intermediate targets would be to create a software application and monthly, implement the fundamental parts of the application. That way, the application will be ready for the final of the course and semester. | |  | ***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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| **3. Analyze the Causes** | **PLAN** |  | **6. Act and/or Standardize** | **ACT** |
| This problem occurs because UPRM has a vast parking lot and therefore, when students arrive, they need to drive through all the lot until the find an available parking lot. | |  | ***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 | |

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