

Problem Solving (A3) Report

Topic: Web Application for Appointment
Administration and Enrollment System

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1. Identify a Problem	PLAN
During the pandemic, local business has been restricted to follow a limited occupancy protocol where only a certain number of clients can be at the establishment. Also, social distancing makes the job even harder on businesses that have a lot of clientele and require an appointment system.	
2. Set the Target	PLAN
<ul style="list-style-type: none"> Develop an easy to use web application for business administrators to manage their business appointments and flow of clients during work hours. Also, facilitate clients in setting an appointment for a desired service at their time and place of preference. 	
3. Analyze the Causes	PLAN
<ul style="list-style-type: none"> The root cause is the lack of a virtual appointment system because whenever a client needs a service, they go to the business and join the waiting list if there is any. Businesses then attend their clients in a sequential order from the waiting list. 	

4. Propose & Implement Countermeasures	PLAN/DO
<ul style="list-style-type: none"> Implement an efficient appointment system where business administrators can improve the customer service, minimizing waiting lines and gathering important statistics. By using this solution customers may easily organize their appointments without having to be present at the business, saving up their time by doing other activities without worrying about your turn. 	
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>	