Problem Solving (A3) Report

1. Identify a Problem	PLAN

There's a great problem regarding education in Puerto Rico. Since COVID-19 arrived to the country, the schools had been in trouble bringing educational resources to the parents of the students. We got two major factors that are important in this topic:
- There are students that does not have the resources (computers, tablets, phones) to complete the modules that the department of education are offering.
- Educational content is lacking on local television.

2. Set the Target	PLAN

- Publicly display a supplementary education user friendly website.
- Host the webpage on local TV to help parents with educational stuff.
- Promote the website through social media
- Offer quality academic content for students through primary and elementary school.

3. Analyze the Causes	PLAN

- Most parents work and can't be there for their children every time they need to do homework.
- The Department of Education does not consider that many students don't have the necessary equipment to complete online modules.
- Local TV needs more educational content in order to help children in this awful situation.

4. Propose & Implement Countermeasures	PLAN/DO

- Provide a user-friendly website for people that take care of the children when the parents are working.
- As a TV is more common than computer or tablet in families that struggle financially, it is easy to host a program on local TV where a teacher or volunteer explain educational content in a easy and fun way, using the webpage and different tools.
- Reinforce educational content on local television.

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

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