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| **Problem Solving (A3) Report** | **Topic:** Tea Consultation Service | **Date:** 8/19/20 |
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| **1. Identify a Problem** | **PLAN** |  | **4. Propose & Implement Countermeasures** | **PLAN/DO** |
| A close up of a device  Description automatically generated | |  | |  |  |  |  |  | | --- | --- | --- | --- | --- | | Counter Measure | How to Implement | Feasibility | Effectiveness | Overall | | Have an orderly made catalogue of teas and categories. | Collect all the required information about teas required for the catalogue. | 5 | 5 | 25 | | Promote tea consumption through social media. | Creating website adds or implementing bots that post adds. | 3 | 4 | 12 | | Find and offer easy, unexpensive ways to make tea. | Search for the cheapest and most effective ways to make good tea and provide those resources to the users. | 5 | 5 | 25 | | |
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| **2. Set the Target** | **PLAN** |  | **5. Check/Evaluate** | **CHECK** |
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| **3. Analyze the Causes** | **PLAN** |  | **6. Act and/or Standardize** | **ACT** |
| * There are dozens of tea types and even more flavors inside those type categories. * Not everyone is exposed to tea from an early age. * Tea making might come off as a bit complicated compared to how straight forward making coffee with a coffee machine is.   All these issues are ones that I believe any non-tea drinker, like myself, could give as answers to why they have not given tea a solid try. | |  |  | |

Template by Ignacio Tampe