Problem Solving (A3) Report

1. Identify a Problem PLAN

ASK:

- To many different online meetings services
- Different ways to access those meeting for every unique company and/or service program.
- Keeping track of our availability for new meetings and meetings already planned.

SHOW:

Survey of students about the difficulties of having to use different online meeting services.

TOOLS:

SurveyMonkey or any free survey taking service

2. Set the Target PLAN

ASK:

• The intended target is to help people track and be present, for every online meeting they have without the hassle of having to know every detail and process to access online meetings.

SHOW:

Graphs about the data compiled by the survey about the matter.

3. Analyze the Causes PLAN

ASK:

- The new reality in which we live in has made online meetings services the number one option to keep in touch with the world.
- Because of the demand, many companies have been in constant fight for user to use their own programs vs other, and so they are different meeting on different platforms.
- The online option and because we are supposed to be in our homes, is making online meeting
 more demanding in time because you have no other option that being present on time and
 date of the meeting.

SHOW:

Articles about the pandemic and Survey Graphs

TOOLS:

Articles, Survey data

Topic: [Keep track of online classes with different **Date**

meeting technologies]

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4. Propose & Implement Countermeasures

PLAN/DO

ASK:

- Trying to have the option of auto-login into meetings.
- Create a calendar in which you can see the time and day the meeting is going to be active and having the necessary information to connect to it automatic or not.
- Creating a simple app that is both user friendly and easy to pick up.

SHOW:

Calendar days with color coded meetings and or online schedule.

TOOLS:

Calendar with easy to use all in one connect button, and other information necessary to access meetings.

5. Check/Evaluate CHECK

ASK:

- Did having auto-login resolved the problem?
- Was the information about meeting easy to access?
- Will the app be useful to those with different online meeting services?
- If the easy access to the meetings where not enough to comply with being on time and without difficulties on the meeting?
- Is this really a problem users encounter?

SHOW:

The results; show how this improves a better work/life environment to the user.

TOOLS:

Graphs and App usage information

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, ways of making it more user-friendly and/or useful.

TOOLS:

Standard Operating Procedures

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