

Problem Solving (A3) Report

1. Identify a Problem	PLAN
<p>Problem:</p> <p>Year by year, the students in the university of Puerto Rico or other university go office by office or extension by extension (assuming is on the phone) trying to guess where the office of the respective subject they need to solve. Especially for the newcomers to the university. This webapp will provide help to the people that suffers from this issue(students).</p>	
2. Set the Target	PLAN
<p>Targets</p> <ul style="list-style-type: none">- Facilitate the process of doing paperwork and stuff in the university.- Prevents getting lost for the students.- Provide the employees in each office the exact quantity of students they are going to attend.- Prevents agglomerations of people that are not supposed to be in the office , or are there by mistake.- Helps to maintain an order in every place in the university campus.	
3. Analyze the Causes	PLAN
<p>Causes:</p> <ul style="list-style-type: none">- Information is poorly given to the people that really needs it.- Office employees misguide the students that come by mistake to their office.- Bad service in the establishments.- Stress of different people coming to the same office for reasons that they do not work there.- No knowledge of what each department does.	

Topic: Student Office Guide

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4. Propose & Implement Countermeasures	PLAN/DO
<p>Proposal:</p> <p>Create an application in which the students can write their needs one day or two beforehand, and a person or two in each administrative building/department can see what the student needs and get in contact with them and make an appointment. Preventing it to waste time and energy visiting the wrong office.</p>	
5. Check/Evaluate	CHECK
<p>Students now can be more in peace. There is no more waste of time for them going office by office, because of the zero knowledge they have on where the students should go to resolve a problem. Also, no more people agglomerations because everything is by appointment.</p> <p>Tools: TBD</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: Maintain developers getting sure that the webapp stays working, and helping the employees with issues they have with the app.</p> <p>TOOLS: TBD</p>	