

Background	PLAN
When a client is requesting a service from a service provider. The process of communicating, organizing, and deciding on a mutual time and date is not intuitive. People do not have the ability to calculate/ identify an available date and time in the distant future without the aid of a calendar hence making the process of coordination difficult.	
Current condition	PLAN
For most clients requesting a service, it is a hassle to find the right date to coincide with a service provider. Many service providers need to be contacted through their secretary to set up a date, and that can be troublesome. Remembering if you are available at a certain date while talking through the phone can be hard. For now, there is not a visual way to provide an arrangement of dates between a client and a service provider.	
Goal / Target Condition	PLAN
We plan to implement a software that provides a visual way to coordinate dates between a client and a service provider. Our target is to facilitate the experience for the client in the crucial part of setting up a meeting with a service provider.	
Root Cause Analysis	PLAN

A3: <problem statement>

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Countermeasures (experiments)	DO
Develop an application to allow the client to choose his preferred date from the service provider's availability calendar. The service provider should then confirm the date so both parties are at peace with the date. This allow each party to do their part on their own time and facilitate the request of a service. The client could compare his or her calendar to the service provider's to find a suitable date. The application should include other helpful tools like reminding the client of the due date and the necessary documents. Another useful tool would be able to	
Confirmation (results)	CHECK
Follow up (actions)	ACT

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 Original link: <http://www.crisp.se/lean/a3-template>

