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Team: #2

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A3: Not intuitive service appointments..

Background: Clients may become uncomfortable, stressed, restless, agitated with long waiting times. They must stay the whole day in the office of the service provider because he/she doesn't know when exactly their turn will arrive. Conflicts can occur between clients, staff members, etc.

Current Condition: 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. Without the calendar, they can't also know if they have other services scheduled on a desired date, to verify if they have a conflict. These services in many cases can only be scheduled personally by attending one of the desired service providers.

Goal/Target Condition: To minimize client's discomfort with the current procedures to request services, reduce the number of clients inside a service provider's office, and improve customer service by providing a remote alternative to be able to schedule the services they want (the day they want and at the time they want), and with a list of the people who were also scheduled that same day, providing an estimated time of how long it would take for their turn to arrive that day.

Root Cause Analysis: 5 Why's

Problem Statement: When a client is requesting a service from a service provider to schedule an appointment, the process of communicating, organizing, and deciding on a time and date is not intuitive, also the waiting time for the service is unknown.

1. Why? A calendar to verify other schedule appointments is needed to check if a conflict occurs.
2. Why? Waiting time is not a static or known parameter, because different complications on a prior client can delay the appointment.
3. Why? The client has to request the service and schedule the appointment in person.
4. Why? Clients won't know how many people are scheduled before them if they are not in person at any service provider's office.
5. Why? Staff members of the service providers may not be in a favorable mood since there are many customers waiting in the office who could also be desperate.

Countermeasures:

1. Create a model that "learns" and predicts how much time each different service provider takes in providing their services.
2. Create an extensive and detailed list of all the services provided and the tasks required to complete them.
3. Create a list of all the possible ways the service providers can remotely alert a client of how much time left his/her appointment has.

Confirmation:

1. Minimize the number of clients waiting for a service in an office by the half.
2. Engaging clients in scheduling appointments remotely, expediting services within the office by reducing staff work.
3. Calculate the approximate time each different service takes, and provide that information to the clients.

Follow up:

1. Train staff members in how to use the new software provided, creating the business calendar, etc.
2. Train clients in how to schedule the different services remotely.
3. Continuous improvement of the software provided.