

## Problem Solving (A3) Report

Topic: Efficiency for CESCO Forms

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1. Identify a Problem	PLAN
<ul style="list-style-type: none"><li>As of now the CESCO offices in Puerto Rico do not have an effective way of providing some of their services (license renovation, car owner change, etc.) virtually.</li><li>Costumers must go physically to the CESCO office to receive the services.</li><li>Given the high demand of services, productivity and effectiveness has been affected.</li></ul>	
2. Set the Target	PLAN
<ul style="list-style-type: none"><li>Implement a user-friendly platform in which customers can feel free to request the services provided by CESCO.</li><li>Generate different user accounts for staff employees and customers.</li><li>Create a database in which will contain the records of all the requests by customers.</li><li>Organize said database by name and region.</li><li>Employees can work in this platform from home if necessary.</li></ul>	
3. Analyze the Causes	PLAN
<ul style="list-style-type: none"><li>CESCO have yet to provide a virtual solution given the current pandemic status.</li><li>Employees not wanting to go to work given the fear of getting infected.</li></ul>	

4. Propose & Implement Countermeasures	PLAN/DO
<ul style="list-style-type: none"><li>Organize the necessary requirements for user and staff accounts.</li><li>Design UI for both user and staffs.</li><li>Create tables for collected data.</li></ul>	
5. Check/Evaluate	CHECK
<ul style="list-style-type: none"><li>Establish a testing environment for the code.</li><li>Proper documentation and training for future reference.</li><li>Generate security measures for the users and staffs.</li></ul>	
6. Act and/or Standardize	ACT
<ul style="list-style-type: none"><li>Establish a priority list.</li><li>Verify user and staff satisfaction.</li><li>Analyze effectiveness.</li></ul>	