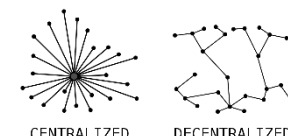# Problem Solving (A3) Report

Topic: Book Review Website   **Date:** Wednesday January 20th, 2021
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1. Identify a Problem — PLAN

ASK:
- The standard is for each book, the user has to look in different websites if you want to find a review for a book.
- Solving this problem allows people to have a centralize website for finding honest reviews for books.

SHOW:

This image shows how the modern book review is searched in a decentralized manner. You must go to different websites to look for reviews for a book. Centralization is what we are looking.

TOOLS:
Line graph, prioritization Matrix, 4Ws. Tree diagram, pareto diagram

2. Set the Target — PLAN

ASK:
- Week 1-2: Look for the requirements for the website. Clarify the main pages for the user to navigate to.
- Week 3-4: Clarify the databases that the website will need.
- Week 5-6: Start coding the main pages for the user to access.
- Week 7-8: Connect the main pages for the correct navigation of the website.
- Week 9-10: Connect the database to each page.
- Week 11-12: Test the website and fix any problems.

COMPETITION:
- Websites that have similarities and can be considered as competing with out application could be *GoodReads*.
- The reasons why our web application is different is because of the capability to allow users to add their own forums for a book they do not see on the website.
- For a posting a forum, the user only must add the title of the book and optionally a picture.
- The forum would be added to the web application database and then can be accessed by other users so they can: review, add questions about the book, etc.

3. Analyze the Causes — PLAN

ASK:
- Why does this problem occur? The problem occurs from having to many individual blogs/websites that review individual books or a genre of books.
- Do potential causes map to the known facts?
- What are some reasonable assumptions to make about potential causes (where should we look first)? A potential cause for this problem is the great number of books that exist. Making a website that has all possible books exceedingly difficult to make.
- Can we gather more facts to help determine Root Cause?
- Can we explain the cause and effect relationship plausibly?

SHOW:

4. Propose & Implement Countermeasures — PLAN/DO

ASK:
- What countermeasures are most likely to eliminate the Root Cause? The best counter measure for including reviews for books not found is creating a type of forum for the users to discuss the book searched. If a book is not found, a user can create a forum where other users can answer and pitch in their critics and reviews about the book.
- Which countermeasures are most feasible and effective; likely to cause the least impact; what is the cost, difficulty? Having forums for each book allows the users to better interact with each other. The forum can first be created with the user adding an image of the book and the title. Other users can then comment on this book.

SHOW:
This countermeasure was selected because the website developers only have to focus on implementing the functionality of allowing users to create a forum for books they do not find. This way the website is "self-feeding" the book reviews that it does not find.

5. Check/Evaluate — CHECK

ASK:
- Did the countermeasures work?
- Was the target achieved
- Can I verify that the Root Cause was eliminated (can I turn it off & on)
- If the Countermeasure was not effective, why didn't it work

SHOW:
The results; describe the reliability of the new process

TOOLS:
Line graph, pareto

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, plans to apply learning in other areas

TOOLS:
Standard Operating Procedures

The application must find a way to include every book a user can search for. Not having a review for a book is the root cause of the problem.