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| **Problem Solving (A3) Report** | **Topic:** Website recommendation | **Date:** August 19, 2020 |
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| **1. Identify a Problem** | **PLAN** |  | **4. Propose & Implement Countermeasures** | **PLAN/DO** |
| * Some people pay for more than one streaming services at the same time without knowing that both streaming services have the same series or movies that they watch. * Others want to know what streaming services have the most variety of movies and series to then make the decision to paid for one of them. | |  | ***ASK:***   * What countermeasures are most likely to eliminate the Root Cause? * Which countermeasures are most feasible and effective; likely to cause the least impact; what is the cost, difficulty? * Can I select the countermeasures that will achieve my targets?   ***SHOW:***  Countermeasures and why they were selected  ***TOOLS:***  Countermeasures Matrix | |
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| **2. Set the Target** | **PLAN** |  | **5. Check/Evaluate** | **CHECK** |
| * Help the users take an easier decision for the streaming service they want to pay for. * Give feedback on what streaming service is the most recommended. | |  | ***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 | |
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| **3. Analyze the Causes** | **PLAN** |  | **6. Act and/or Standardize** | **ACT** |
| * There are to many options of streaming services in the present. * The range of the cost of these streaming services vary and that can put the user doubt. * Some of these streaming services have exclusive content. | |  | ***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 | |

Template by Ignacio Tampe