Problem Solving (A3) Report
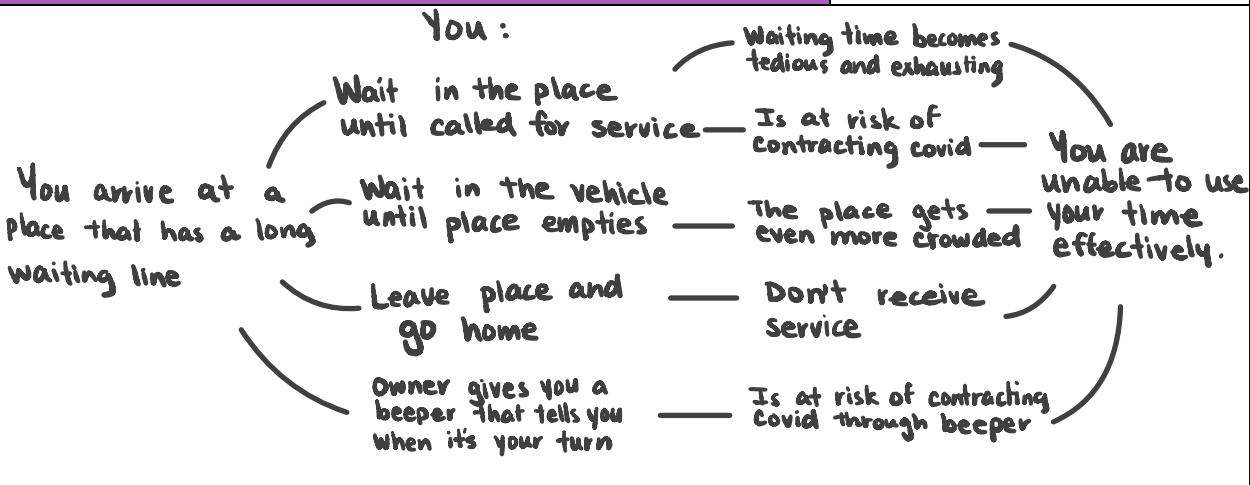
Topic: **Virtual Beeper**

Date: **January 20, 2021**
Name: **Alondra Pereira Román**

1. Identify a Problem — PLAN

You:

You arrive at a place that has a long waiting line

- Wait in the place until called for service — Waiting time becomes tedious and exhausting
- Is at risk of contracting covid
- Wait in the vehicle until place empties — The place gets even more crowded
- Leave place and go home — Don't receive service
- Owner gives you a beeper that tells you when it's your turn — Is at risk of contracting covid through beeper

You are unable to use your time effectively.

2. Set the Target — PLAN

The target is to provide people a tool that allows them to use their time effectively and reduce the risk of contracting covid, while they wait to receive the service they need.

3. Analyze the Causes — PLAN

1. Some establishments are too small to allow adequate social distancing between customers.

2. People do not have enough means of entertainment and often have to wait in line standing.

3. Many places do not have comfortable waiting rooms (no a/c, snacks, plugs, tvs, chairs, etc.)

4. Employees may forget to disinfect beepers or not do it properly.

5. Sometimes people have busy schedules and cannot wait or allow too much uncertainty in their agendas.

4. Propose & Implement Countermeasures — PLAN/DO

One countermeasure for this problem could be the implementation of a system that acts like a beeper, but is fully virtual.

✔ This alert system will be able to inform the users when its their turn, the approximate waiting time and how many people are before them.

✔ The system will reduce contact with other people, decreasing the chance of covid.

✔ Users will be able to stay in their vehicles, return home, or do other duties, while waiting to be called for service.

5. Check/Evaluate — CHECK

Criteria to check success:
- A considerable amount of people use the app.
- Positive feebacks are received from all types of user.
- Less covid cases are reported.
- Different types of busnisses use the app.

Criteria to check failure:
- Not enough users are engaged.
- There's more negative than positive feedback.
- Learning curve for the product is too high.

6. Act and/or Standardize — ACT

Ways to keep the system relevant and useful in the market:

✔ Taking feedback from users after each use (short polls).

✔ Find sponsors and investors.

✔ Keep an eye out for similar products.

✔ Give constant maintenance to the system.