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| **1. Identify a Problem** | **PLAN** |  | **4. Propose & Implement Countermeasures** | **PLAN/DO** |
| * With the current Covid-19 situation, Students and Professors from UPRM do not have online access to buy their books and other educational products offered by “La Librería Colegial”. * Students and Professors struggle to find specific products online. * Only Students and Professors in the West area have access and an easy availability to the shop. However, this kind of contact still exposes them and the employees. * Library profits must have lowered during this period. With this solution, there can be an increase in them. * Public spaces are known for the highly spreading of the virus. | |  | 1. Design a web service that lets you navigate and search for the available library products and pay for them. After purchasing the product, it would be shipped to your preferred location. With this implementation, the library won’t have to expose their employees and customers. Customers that aren’t close to the area can still benefit from this service. 2. Implement a web service that lets you navigate and search for the available library products and pay for them. After purchasing the product, it would be available for you to collect it in the library. With this implementation, the library won’t have to schedule any product shipments and little contact is required.   The countermeasure that is most likely to eliminate the Root Cause and that would benefit most customers would be a web-based store that provides all of the Library’s services in a virtual environment and that ships the products to the customer. Both customers and employees will benefit from this. However, it will be required further planning and organization for the shipment method. | |
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| **2. Set the Target** | **PLAN** |  | **5. Check/Evaluate** | **CHECK** |
| * The immediate target would be to develop a web-based service for the Library. This milestone is expected to be completed throughout the course of the current semester. | |  | * It is expected that the selected countermeasure eliminates the root cause; which is the lack of accessibility to products and safety measures, in a reliable way. | |
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| **3. Analyze the Causes** | **PLAN** |  | **6. Act and/or Standardize** | **ACT** |
| This pandemic has exposed problems that weren’t as visible before. It has obliged organizations all around the world to improve and change the way they function. The major cause for the lack of access to these products has been due to the pandemic restrictions. The lack of a reliable way of getting these products can also lead to higher exposure to employees and customers.  This diagram is an example of how higher the spread of the virus in a public environment is.    Spread of coronavirus in a Wenzhou mall in China. https://wwwnc.cdc.gov/eid/article/26/6/20-0412\_article | |  | * A proper development of the service is planned in order to facilitate the future maintenance of the product so that it continues to work correctly. | |