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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 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. | |  | |  |  | | --- | --- | | Website allows shipment to other areas | Website requires user authentication (exclusive for direct members of the community) \* | | Website allows shipment to other areas | Website does not require user authentication (open for everyone) | | Website only allows product pickup | Website requires user authentication (exclusive for direct members of the community) \* | | Website only allows product pickup | Website does not require user authentication (open for everyone) |   \* Direct members are referred to as professors, students, and employees. Exclusively users with an institutional account (.edu email) can have access to this service.  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 of the shipment method.  In terms of user authentication, the countermeasure that brings the most benefits is the one that does not require any sort of user authentication. With this option, everyone will have access to the service. | |
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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. * Other iterations could include an android or iOS-based application. | |  | * 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. * This service is not intended to be exclusive to the Pandemic situation. This problem surfaced with the current situation but it can be useful at any time. | |
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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.   + Preferred development tools are to be discussed as a group. | |

**Design Details:**

The service will, as a minimum, provide the following features:

* Customer Log-in
* Product Search
* Checkout (Safe payment methods)
* Shipping (To be discussed)
* Responsive design / Interactive and easy-to-use User interface