Problem Solving (A3) Report
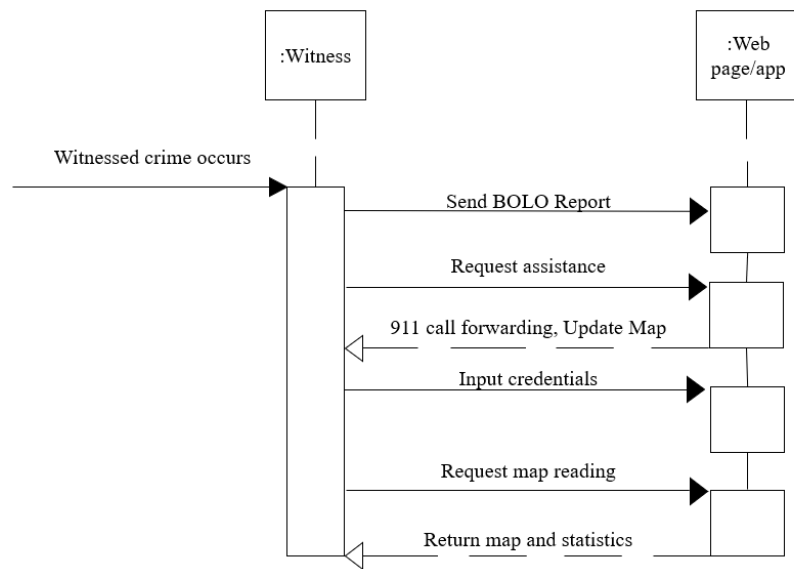
1. Identify a Problem — PLAN

ASK: What can we do to ensure that the PR Crime rate is steadily decreasing?

- What is the standard –
  Safety for everyone across the island
- Does it reflect the customer's point of view? –
  Yes, customers would be contributing to the improvement of their communities, towns and ultimately their island.
- Is understood by those doing the job –
  It would require more immediate action, but it is understood by the PRPD.
- Are we meeting the standard?
  We are not meeting the standard in all areas across the island.
- Gather facts as known from Gemba– Who, What, When, Where
  Puerto Ricans need a safer living environment. Criminals are committing crimes; of which some go on to be unreported. These crimes are committed everyday across the island.
- How important is it to solve this problem?
  Solving the problem will improve the quality of life to all citizens of the island, through a greater feeling of safety, minimal loss of life, and other means to be able to interact with their communities with minimal worry.
- What did you do to contain the problem? Identified the lack of communication and means to facilitate the process of identifying criminals committing crimes on the island.

SHOW:

TOOLS:
4Ws. UML Diagram.

2. Set the Target — PLAN

ASK:

- What are your intermediate targets (milestones) and when do you expect to achieve them?
  Note: No dates included, just order of precedence
1. Understand the crime reporting processes in place and document them. Include, pros, cons and areas of improvement.
2. Determine legality of the proposed app solution and identify roadblocks

4. Propose & Implement Countermeasures — PLAN/DO

ASK:

- What countermeasures are most likely to eliminate the Root Cause?
  Gathering substantial evidence that points to a criminal; leading to a justified arrest via BOLO reports.
  Maps that identify "danger zones" that people can avoid
  Quick police response times and proper delivery of justice

- Which countermeasures are most feasible and effective; likely to cause the least impact; what is the cost, difficulty?
  BOLO reporting quickly and accurately will provide the most benefit; due to the increased awareness for the criminal in mention and in the mind of all PR citizens against crime.

SHOW:
N/A
TOOLS:
N/A

5. Check/Evaluate — CHECK

ASK:

- Did the countermeasures work?
  The countermeasures should be able to change the statistics pertaining to the area of observation and reduce them significantly.
- Was the target achieved
  We expect to achieve significant reduction in crime rates and improvement in quality of life.

3. Develop user stories to map the UI of the application and what we should look to include.
4. Integrate account making feature to store user data.
5. Integrate crime report feature and define parameters necessary for said report.
6. Integrate live map that visual represents "danger zones" either by history or in certain time intervals.
7. Integrate reviewal process feature to sift through bogus reports.
8. Improve app quality and other areas.

SHOW:
N/A

- Can I verify that the Root Cause was eliminated (can I turn it off & on)
  We won't be able to immediately determine if the root cause has improved or not. But it is certain that crime will always exist.
- If the Countermeasure was not effective, why didn't it work
  That is yet to be determined. But if it doesn't work that means that there was an error in how we decided to implement said countermeasure.

SHOW:
N/A
TOOLS:
N/A

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3. Analyze the Causes	PLAN

ASK:

- Why does this problem occur?
  Lack of resources, awareness and means to report are the main factor.
- Do potential causes map to the known facts?
  In some cases, however, at this point it is hard to assume.
- What are some reasonable assumptions to make about potential causes (where should we look first)?
  We should start observing the areas that are deemed "dangerous" around the island. Places which have myths of crazy crime stories and such.
- Can we gather more facts to help determine Root Cause?
  We should observe statistical reports to document whatever patterns are apparent in the data. Include things presented by the PRPD and the government.
- Can we explain the cause and effect relationship plausibly?
  Yes, lack of communication and reporting will lead to continual unresolved crimes.

SHOW:
N/A
TOOLS:
Utilized a root cause analysis process (5 why's)

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6. Act and/or Standardize	ACT

ASK:

- How will we ensure the process continues to work (stays solved)?
  Consistency in ensuring we maintain a rigorous BOLO reviewal process, ideally done by criminal justice qualified individuals. Proper marketing to ensure that citizens are aware of this platform.
- What have we learned?
  This will soon be determined.
- Where else can we apply this learning?
  Our findings could potentially be utilized by the PR government to establish programs or send funds to affected areas with the aim of improving the area itself.

SHOW:
N/A
TOOLS:
N/A