

Problem Solving (A3) Report

1. Identify a Problem	PLAN
Many institutions such as schools and companies require their members to complete certain community hours either for graduation or yearly but use manual processes to record and manage hours. The problem is that there is no central place where it is easy and affordable to get community service events to participate. The organizations that create these events must promote themselves to get more volunteer participation.	
2. Set the Target	PLAN
The solution is a platform that seeks to digitize and automate community service in Puerto Rico. Our solution aims to serve three collectives: the volunteer who has difficulty finding nearby community service events that fit their preferences, the institutions that lack an automated digital system for managing their members' hours of service, and the organizers that need to get the necessary volunteers to collaborate in their events.	
3. Analyze the Causes	PLAN
5 whys <ul style="list-style-type: none">1. Community Service event organizers often don't get enough volunteers for their activities.2. Volunteers don't know the need of these organizers of them.3. Organizers and volunteers don't have a central purpose-oriented place to post and find community service events.4. Community Service in Puerto Rico in most cases is carried out manually like for example word of mouth for the process of recruiting volunteers and in paper the recording of service hours.5. Puerto Rico lacks a platform that seeks to digitize and automate community service in Puerto Rico.	

Topic: YoAyudoPR

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4. Propose & Implement Countermeasures	PLAN/DO
<ul style="list-style-type: none">• Implement a user-friendly system where organizers can post their service events and acquire volunteers.• Facilitate a digitalized way of recording volunteer's service hours and evidencing the activity to their corresponding institutions.• Engage volunteers by offering event search with filters such as location (closest) or preferences (event category).	
5. Check/Evaluate	CHECK
Our criteria to know the solution worked will be that our established target requirements are met for all three of collectives: volunteers, organizations, and institutions.	
6. Act and/or Standardize	ACT
The vision for YoAyudoPR is to become the community service platform in Puerto Rico where institutions such as schools and companies can utilize to track the community service hours of their members. Also, we will need for many organizations to sign up and post their available volunteer positions and events to always have opportunities to offer our registered volunteers. We will perform periodic maintenance processes to ensure its availability to all users.	