



Faculty of Engineering & Technology

Computer Science Department

Software Engineering COMP433

Phase One: Business Definition Home Car Wash

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Washify

Business overview

Washify is a home car wash business that addresses the limitations of regular car wash services, such as long waiting times, fixed locations, and lack of flexibility. Instead of requiring customers to visit a car wash station, Washify provides car washing services at locations chosen by the customer, including homes, workplaces, and parking areas.

The business operates across multiple cities, with local teams assigned to serve customers within each city. Customers request car wash services either immediately or by scheduling a preferred time. By bringing the service to the customer, Washify aims to provide a faster, more convenient, and time-saving alternative to traditional car wash businesses.

Services Offered

Core Services

- **Outside Car Wash:**
Customers can request an exterior-only car wash. This service includes cleaning the outside surface of the car at the customer's chosen location.
- **Outside and Inside Car Wash:**
Customers can request a full car wash that includes cleaning both the exterior and interior of the car. Interior cleaning covers seats, dashboard, and floor areas.
- **Service Booking:**
Customers can book a car wash by selecting the service type, choosing the car location, and selecting either an on-demand service or a scheduled time slot.
- **Order Tracking:**
Customers can track the status of their car wash order through the mobile application from booking until completion.

Business Capacity and Scale

- Washify operates in the cities: Ramallah, Hebron, Nablus, Bethlehem, Tulkarm, Jenin, Jericho, and Qalqilia.
- One team can handle up to 10 car wash jobs per day.
- One city can handle up to 100 car wash jobs per day.
- One city can handle up to 3000 jobs per month.
- Washify can serve more than one car at the same time in a city, depending on worker's (aka the team) availability.

Business Operations and Model

1. The customer requests a car wash service by selecting the service type, location, and preferred time.
2. The customer may choose an immediate service or schedule the service in advance.
3. Each service request is reviewed by the city administrator.
4. The administrator accepts or declines the request based on service availability.
5. If the request is accepted, two workers are assigned to perform the service.
6. The approved booking is added to the daily service schedule.
7. Customers may cancel the booking up to 10 minutes before the scheduled service time.
8. After this time, booking cancellation is not allowed.
9. At the scheduled time, the assigned team travels to the customer's location.
10. The team performs the requested car wash service.
11. The service status is updated during execution, allowing the customer to follow progress until completion.
12. Payment is completed after the service is finished.
13. Customers may pay using a card or by cash directly upon service completion.
14. Washify generates revenue through a fixed price per service, based on the selected service type.
15. Once the service is completed, it is marked as finished.
16. All completed services are recorded for business tracking and reporting purposes.

Workforce and Roles

- **Administrators:**
Washify employs **one administrator in each city**, for a total of **8 administrators**. The administrator is responsible for reviewing service requests, accepting or rejecting orders, assigning workers to services, managing daily schedules, monitoring ongoing jobs, and supervising payments within the city.
- **Car Wash Workers:**
Each city employs **20 car wash workers**, resulting in a total of **160 workers** across all cities. Workers are organized into **10 teams of two workers per city**. Their responsibilities include traveling to customer locations, performing the assigned car wash service, and reporting service progress until completion.
- **Customers:**
Washify serves private car owners operating within the supported cities. Customers interact with the business by requesting services, specifying service location and time, monitoring service progress, and completing payment after service completion.