



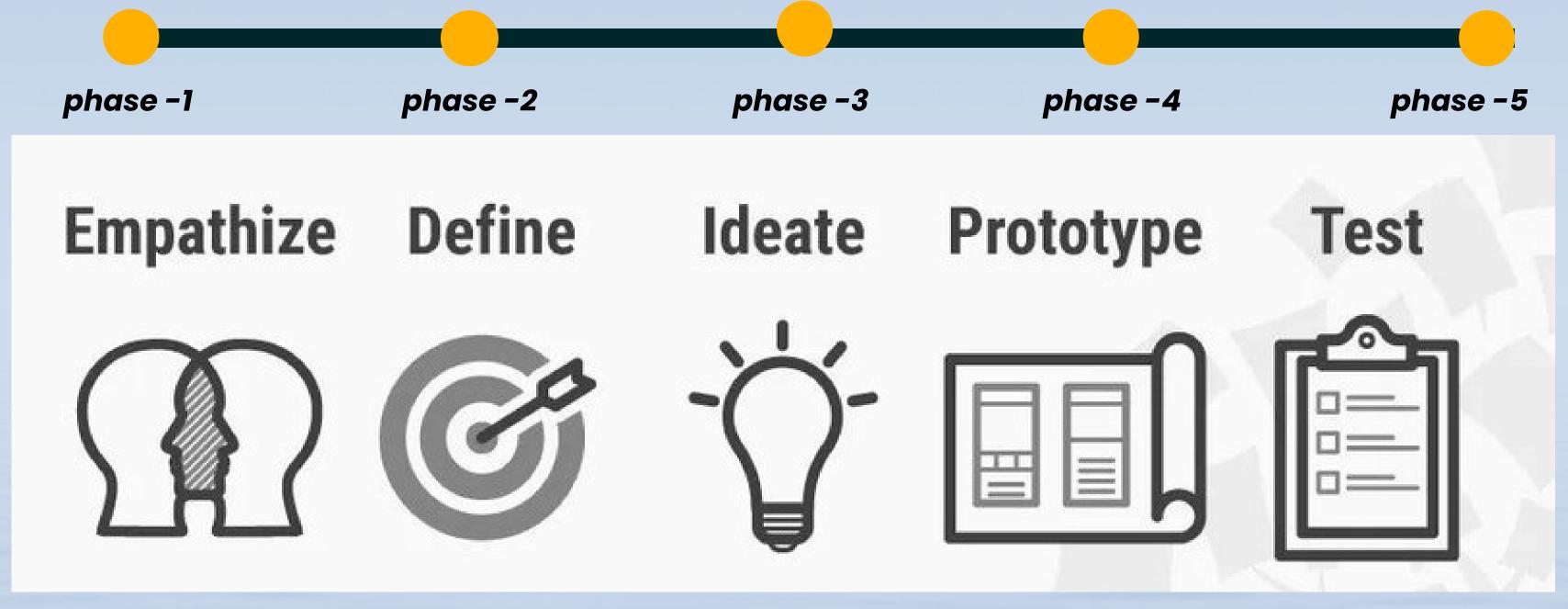
INTRODUCTION:



What is Design Thinking??

Design thinking is a non-linear, iterative process that teams use to understand users, challenge assumptions, redefine problems and create innovative solutions to prototype and test. Involving five phases—Empathize, Define, Ideate, Prototype and Test—it is most useful to tackle problems that are ill-defined or unknown.

Different phases of design thinking



Research Your Users' Needs State Your User's Needs and Problems Challenge
Assumptions
and Create Ideas

Start to
Create
Solutions

Try Your Solutions Out



BASIC IDEA OF OUR PROJECT

The basic idea of our project is to help clients to avoid crowd at places like shopping mall's, complexes, stores and other public places.

Places where the crowd is usually expected is the place where this project come into picture

PHASE-1 EMPHATHIZE

- Researching the people Needs, Empathy is a human-centered design process.
- () In a busy life of a person ,he/she may have to assign their time for many activities.
- In such context when a person gets stuck in a human jams during his personal life activities this would impact on his professional life.
- Then he feels like why couldnt he even opted another place where there would be less crowd to save his time and his efforts.

PHASE-2 DEFINE

PROBLEM STATEMENT

Statment

Supermarkets, shopping malls and other large outfits experience a lot of crowd and queues during rush hours and back-to-school/college period and festive seasons.

02

Reason

03 Assesment This is because many people are shopping at the same time and this inturn affects delay of services and decrease in product availability.

To assess this problem we do propose a solution to reduce the human jams during such circumstances.

AGENDA

The agenda of our project is to help the customers avoid crowd and also to let the public merchants and malls to provide a satisfactory service to the customers.



STAGE-3 IDEATE

Working:-

Medium creation

We provide a medium of information between customers and malls/public places working staff.

Frequency of updation

The information is updated by the working staff at malls and other places at particular frequencies ranging from 5-30 minutes.

Information

This provides information on where the crowd is more and help customers shift between malls and other public places to acquire the necessary product or service.

Pure Transparency

This information is completely transparent as the data is solely maintained by the working staff of that particular mall or service provider.

The data is maintained by assessing the number of entries in a particular store/service place and depending upon it the place will be marked as heavily crowded or usually crowded.

To know the number of entries we use cctv cameras and working staff to collect data and maintain the database where that data is accessible to customers.

Based upon the data presented to the customer via application. The customer can now make a relevent, time and effort saving decision.

i.e., the customer can choose a mall/service providers/stores where the crowd is less and sa time and efforts with ease.

• PHASE 4: PROTOTYPE

However, most of these methods remain in the experimental phase.

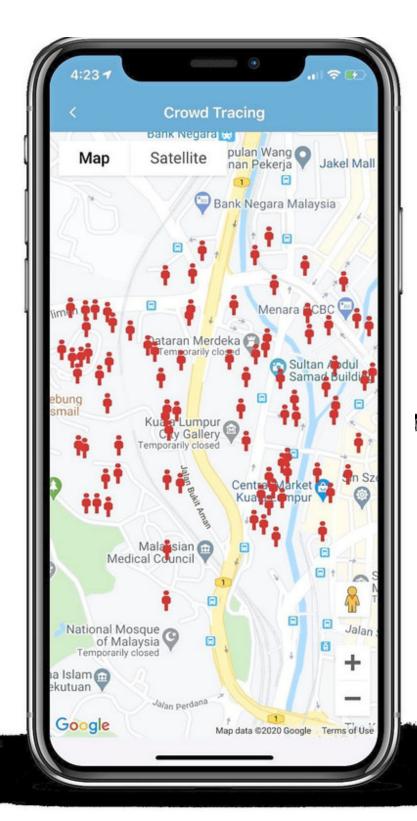
This is an experimental phase, the below pictures illustrates that how our application actually look sand workslike.



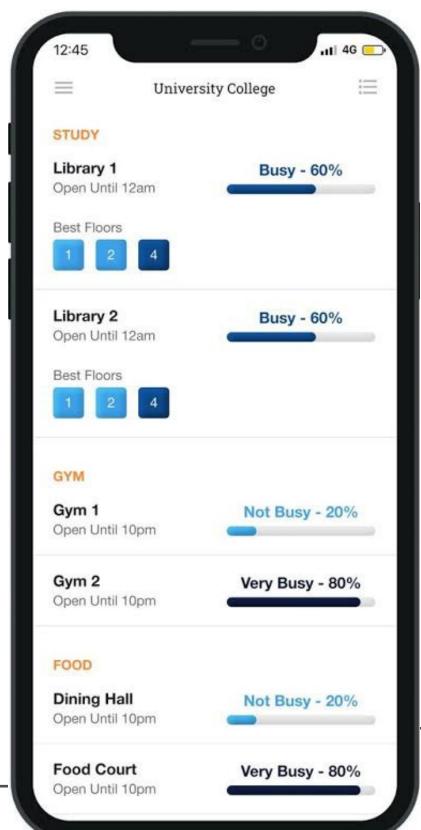
PHASE 5: TEST

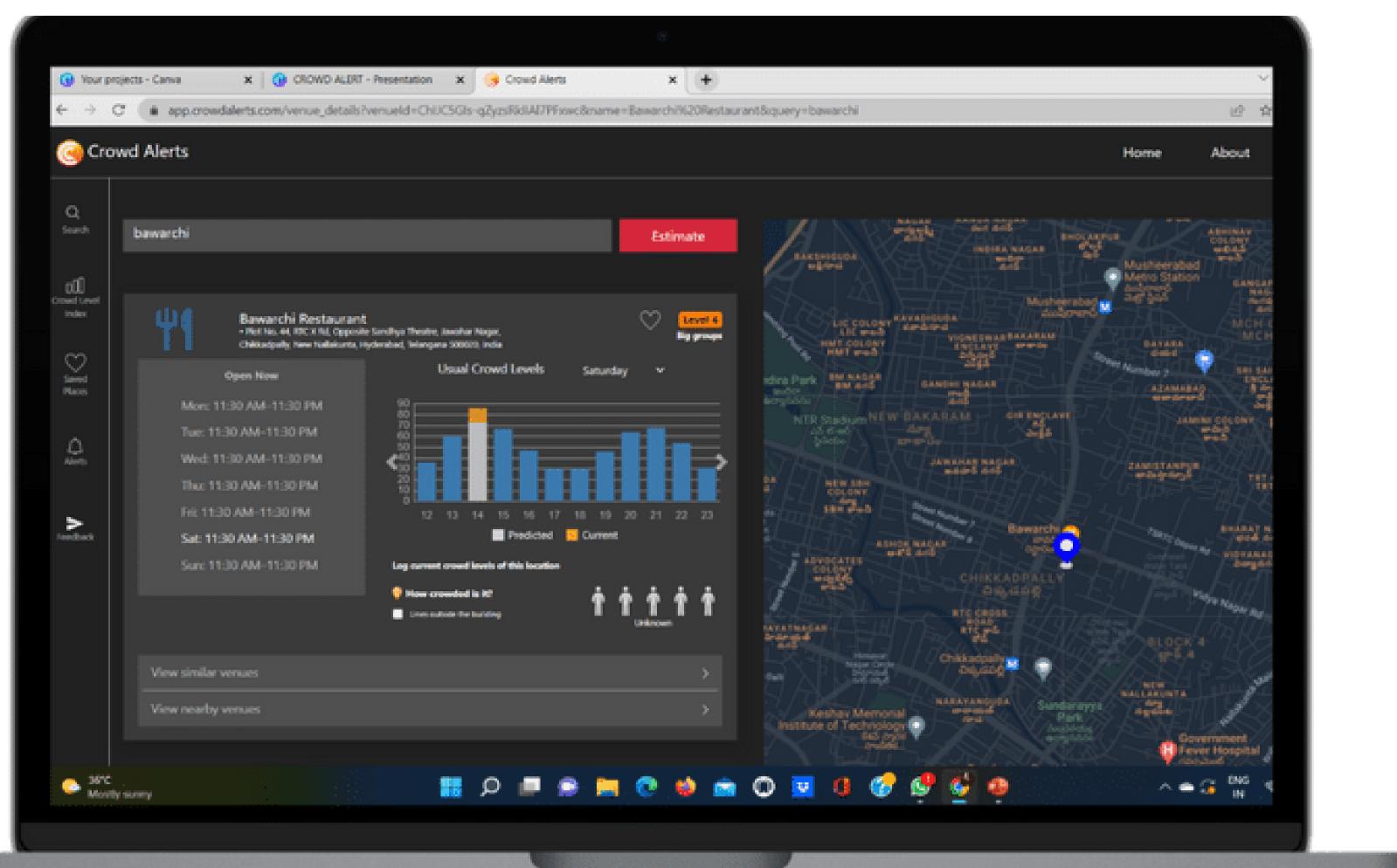




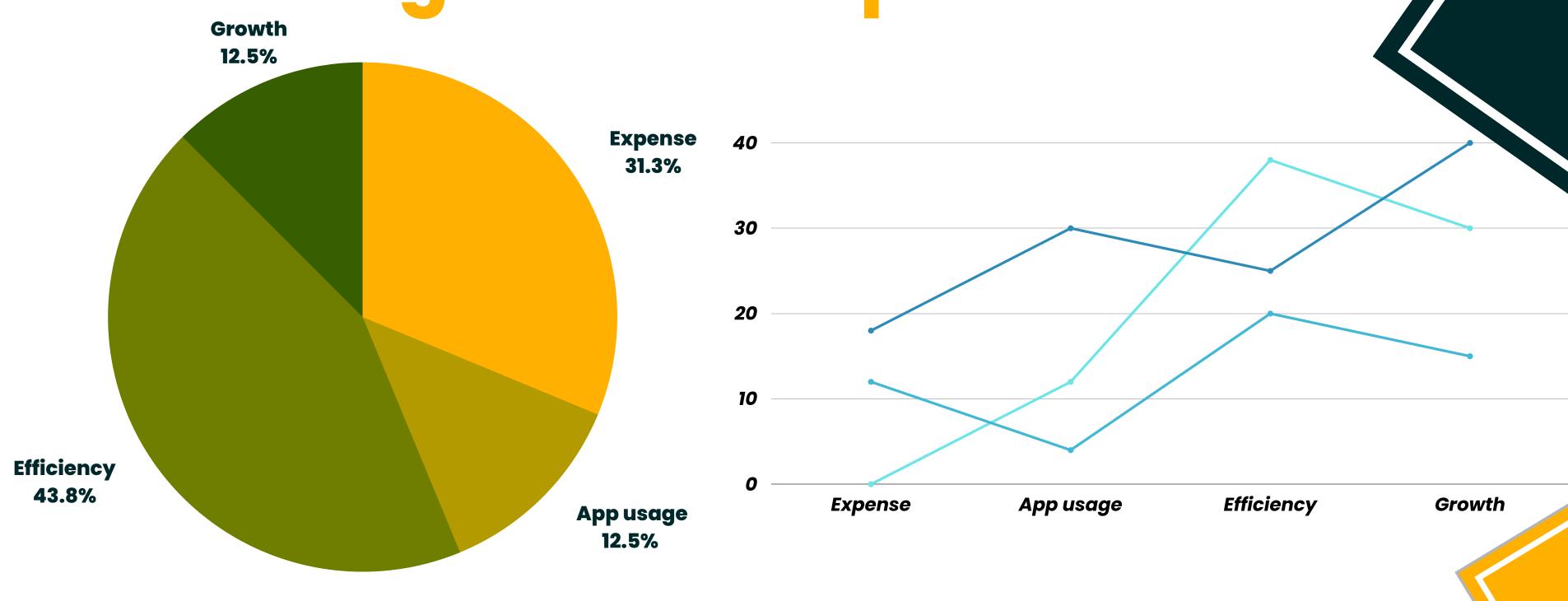












ADVANTAGES:



Time-saving



Effort-saving



This also helps by decreasing the rate of crowds occurring as crowds are avoided.



Application would be Easy and handy to use. Parking problems would be reduced.



Customer satisfaction will be increased and the overall shopping experience would be pleasant.





