**Objectives**

* Energy Efficient (lightweight)
* Cost efficient (relatively cheap)
* Can arrive at destination in reasonable amounts of time
* Can handle different types of weather conditions
* Can traverse the different types of terrain around Toronto
* Loads and unloads the food reliably
* Keeps the delivery in good shape (warmth, not crushed or bounced around)
* Sturdy, durable, stable, reliable, does not need constant maintenance or work
* Easy to use by customer (they do not feel that retrieving the delivery is tedious or confusing)
* A more humanlike emotional impression on the customer
* Is easy to control for operator
* Is not a risk to pedestrian wellbeing or property damage

3.0 Objectives (MUSt BE MEASURABLE, BE AWARE OF FUNCTIONS)

Keeps the customer satisfied

Client will only be satisfied if the customer is satisfied.

Easy to use

The customer should feel that retrieving the delivery is not tedious or confusing, likewise for the restaurant when it comes to loading the delivery.

More personal/human-like

Geoffrey should emotionally please the customer

Well-Controlled

That is, the operator should not have much difficulty operating Geoffrey, there should be no flaws in the controls.

No risk to surroundings

Geoffrey must not pose a risk to the wellbeing of the pedestrians, animals, plants, and structures around them. Geoffrey should also not interfere with the daily lives of the citizens in the community that it traverses through, that is, the community should not have reason to complain.

Energy Efficient

The design must save energy where it can.

Cost Efficient

The design must not exceed double the original Geofrrey’s cost.

Can arrive at destination in reasonable time

Geoffrey will not satisfy the customer nor the client if they are too slow

Can handle different weather conditions

It wouldn’t do for Geoffrey to be out of commission every time it rains or snows, etc…

Can traverse the physical terrain of Toronto

Geoffrye must be able to handle traversing the physical environment of Toronto such as sidewalks, pedestrian traffic, vehicle traffic, etc…

Loads and Unloads food reliably

The customer will be extremely unhappy if their food is destroyed in the process of unloading, and the business will not want to use Geoffrey if the food is damaged when loading. The client only wants a version of Geoffrey that can safely and reliably load and unload the food.

Keeps delivery in good shape

A customer will not be happy with the delivery of the food comes damaged, cold, spilt, etc…

Durable and Reliable

Does not need constant maintenance; Geoffrey must run without the need of constant mechanical attention.

FINAL LIST

Durable and Reliable

Does not need constant maintenance; Geoffrey must run without the need of constant mechanical attention.

Keeps delivery in good shape

A customer will not be happy with the delivery of the food comes damaged, cold, spilt, etc…

Can handle different weather conditions

It wouldn’t do for Geoffrey to be out of commission every time it rains or snows, etc…

Can arrive at destination in reasonable time

Geoffrey will not satisfy the customer nor the client if they are too slow (can compare to other normal delivery services in the area)

Cost Efficient

The design must not exceed double the original Geofrrey’s cost.

No risk to surroundings

Geoffrey must not pose a risk to the wellbeing of the pedestrians, animals, plants, and structures around them. Geoffrey should also not interfere with the daily lives of the citizens in the community that it traverses through, that is, the community should not have reason to complain. (can measure by the amount of times Geoffrey actually does affect the weellbeing of smth)

Energy Efficient

This is measurable lol

Well-Controlled

The operator should be happy with how Geoffrey controls.

Easy to retrieve

The customer must not consider it tedious or confusing to retrieve the food (can set a max time, ex, 30 seconds)

4.0 Objectives

These objectives are framed around the fact that Geoffrey will operate in the Downtown Toronto Area, and that the company’s main goal is to satisfy their customer. As such, Geoffrey should be:

|  |  |
| --- | --- |
| No risk to their surroundings | No cases of Geoffrey endangering the wellbeing of the pedestrians, animals, and structures around it |
| Able to keep delivery in good shape | The delivery should not be damaged in any way |
| Durable and reliable | Geoffrey should never break down during a delivery, nor should they require more than weekly attention by mechanics |
| Fast | Geoffrey should match, or at least be around, the delivery times of other food delivery services |
| Quick and simple when unloading / loading | The customer/restaurant should take at most 30 seconds to unload/load the delivery |
| Versatile | Must be operable during all during different weather conditions (snow, rain, storm) |
| Well received by community | Must not interfere with the daily life of the community it operates in, that is, no complaints from the community |
| Well controlled | Geoffrey’s controls should be consistent with no defects or errors; the operator should consider the controls acceptable |