Project Introduction - Team Peaches
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Team members:

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Summarized project background:

It is common knowledge that the increase in wait times are becoming overwhelming and from time to time, they cause interruptions in delivering good service. Our goal is to create an easy-to-use solution where customers can book appointments for hamper pick-ups 24/7 without having to wait for a long time on a call. This method definitely comes with the idea of customers overbooking hampers. That is why we will design it in such a way that the customers won't be able to book beyond the available number of hampers. We will be making use of good signifiers to make the solution easy to use and navigate. Another thing we will implement is the use of interlocks. This will prevent the user from performing rather damaging actions or simply actions that can not be taken back. Overall, this would ease the work-load on the workers and the stress on the customers.

Business need/opportunity:

As mentioned before, the food bank utilized phone calls in booking appointments with customers. Introducing something like this where people can book appointments 24/7 would be a great contribution to the society and would be much appreciated by the community, especially the workers experiencing work overload and the customers experiencing long wait times.

Northstar & Carryover customers:

Our envisioned northstar customers are the target customers. These are the people that are really in need of the food hampers. These are the children and youth. On the other

hand, the carryover customers are those other people that might be interested in purchasing food hampers. E.g. older people. Although food banks are mostly used by people with low income, it is open to anyone who needs food. Our Northstar customers will be the ones who need food desperately. We can call these users chronic users. These types of customers require food from the food bank regularly since they have a low income compared to an average person. As for the carryover customers, they are the people who need food just for the time being. These people turn to food banks every once in a while when they're in a sudden need of food. We categorize them as episodic users.

Project assumptions:

Every project requires certain assumptions before we start to frame our ideas. Project assumptions are basically the things that we assume to be accurate for our project to be successful. One of the project assumptions is the time schedule. We have to assume the time and skill required to complete the project successfully in the given time schedule. In this case, we need to work as a group, brainstorm ideas and share the workload evenly if we want to successfully finish this project within the stipulated time. There are a few more project assumptions such as the use of resources and use of technological applications. Since this is an opportunity to design a prototype that allows clients to book hamper picks 24/7, we will be using some technological softwares such as Wordpress for the layout of the website. We will also be using Stories On Board to map out user stories to get an understanding of what the client and the customers need.

Project constraints:

One constraint is starting this project. It might be difficult to get a hold of team members sometimes, but this is only temporary, as it is just for the time being. Constraints help us create products that help the customers to use them. One of the logical constraints is that we have to design our product layout with clear signifiers so that the customers wouldn't have any trouble performing an action. Although it might look fancy to have a lot of options on our user interface, the customers would prefer a more simple and clear user interface. One of the other constraints is the fact that the foodbank doesn't allow

customers to order anymore than 2 weeks ahead. We can also make use of another type of forcing functions called lock in functions. For example, the customer is ordering through our user interface but the customer accidentally closes it. To ensure our customers don’t lose the hampers they selected, we can have a lock in function where even when the customer accidentally closes the application, the selected hampers would still be in their cart. One of the biggest constraints in this project would be to build a user interface that is very simple that provides the best customer satisfaction.