



DoorDash

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STATUS: **DRAFT**

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Background

DoorDash, a leading on-demand food delivery service, is exploring innovative solutions to enhance operational efficiency and improve delivery reliability. In pursuit of these objectives, DoorDash aims to automate food deliveries for short-distance trips (less than 2 miles) using self-driving robots. By leveraging autonomous delivery robots, DoorDash intends to significantly reduce its operating costs and provide customers with more consistent and predictable delivery times.

The envisioned delivery robots will navigate sidewalks and other pedestrian pathways autonomously. However, in the initial phases of deployment, the technology may require human intervention in certain scenarios. This could include situations where the robots encounter obstacles, unexpected detours, or other challenges that necessitate manual control and rerouting.

To support this initiative, our team has been tasked with developing a comprehensive tool for the operations team. This tool will serve as a centralized platform to monitor the status of ongoing deliveries and provide remote control capabilities for robots requiring intervention. The tool will enhance the operations team's ability to ensure smooth and efficient deliveries, even when manual adjustments are needed.

By integrating this tool into DoorDash's operations, the company aims to:

- Optimize delivery routes and reduce travel times

- Minimize operational costs associated with human delivery drivers
- Enhance the reliability and consistency of delivery times for customers
- Provide a scalable solution to support future expansion of autonomous delivery zones

The successful implementation of this project will position DoorDash at the forefront of technological innovation in the food delivery industry and pave the way for widespread adoption of autonomous delivery solutions.

Problem

****Opportunity:**** DoorDash has the chance to lead the food delivery industry with autonomous delivery robots for short trips (under 2 miles). This innovation aims to enhance operational efficiency and set a new industry standard.

****Benefits to Users:****

1. ****Cost Savings:**** Reduced reliance on human drivers lowers operational costs, which can lead to more competitive pricing for users.
2. ****Improved Delivery Reliability:**** Autonomous robots ensure consistent and reliable delivery times with fewer delays.
3. ****Enhanced User Experience:**** Real-time tracking and faster deliveries improve the overall user experience.
4. ****Safety and Convenience:**** Contactless deliveries promote health and convenience, eliminating the need for direct human interaction.
5. ****Scalability and Future Potential:**** The system can expand to cover larger areas and more deliveries, offering future growth and innovation for users.

This initiative promises to provide users with a more efficient, reliable, and convenient food delivery service

Goals

1. ****Monitoring Tool:**** Develop an advanced tool to monitor autonomous deliveries in real-time.
2. ****Remote Control:**** Implement features for operators to manually control delivery robots when needed.
3. ****Efficient Deliveries:**** Optimize the delivery process to reduce delays and enhance reliability.
4. ****Cost Reduction:**** Decrease dependency on human drivers to lower operational costs.
5. ****Scalability:**** Create a system that can expand to accommodate more delivery zones and robots.

****Success Criteria:****

1. ****Autonomous Deliveries:**** Robots operate with minimal human intervention.
2. ****Operational Efficiency:**** Reduced costs and increased efficiency.
3. ****Customer Satisfaction:**** Higher ratings from improved reliability and faster delivery times.
4. ****Effective Tools:**** Real-time insights and control for the operations team.

5. **Scalability:** Solution can be expanded to additional areas.

Key Features

Real-Time Delivery Monitoring:

- Enables the operations team to track delivery robots in real-time, ensuring timely and efficient deliveries.

Remote Control and Intervention:

- Allows operators to manually control robots when they encounter obstacles, maintaining reliable service and customer satisfaction.

Optimized Route Planning:

- Uses Advanced algorithms to determine the most efficient delivery routes, reducing travel time and operational costs.

Success Metrics

Delivery Time Reduction: Measure and reduce average delivery times.

Operational Cost Savings: Analyze and decrease operational costs.

Delivery Reliability: Track and increase on-time deliveries.

Customer Satisfaction: Collect feedback and improve satisfaction scores.

Intervention Frequency: Monitor and decrease manual interventions.

System Scalability: Evaluate and expand to new areas.

Target Market

DoorDash Customers:

- Individuals who order food via DoorDash and benefit from faster, more reliable, and contactless delivery services.

DoorDash Operations Team:

- Team members who monitor and manage the autonomous delivery system, ensuring smooth operations and handling manual interventions.

Restaurant Partners:

- Restaurants that partner with DoorDash, benefiting from efficient and consistent food delivery services, leading to satisfied customers and potentially increased orders

Core UX Flow (*optional*)

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<https://www.figma.com/proto/MDNcSycprqmTKUQgefXQpd/Doordash?node-id=2-233&node-type=canvas&t=LhU2OK9kFDB0KOFo-1&scaling=scale-down&content-scaling=fixed&page-id=0%3A1&starting-point-node-id=30%3A104&show-proto-sidebar=1>

Total Addressable Market

TAM = Average revenue per user X total number of potential users in the market

7.8 billion people on Earth

330 million people in the US

1 meal per day

\$2 per meal

$(330 \text{ million people}) \times (1 \text{ meal per day}) \times (\$2 \text{ per meal}) \times (365 \text{ days per year}) = \241B

Source of data:

https://www.similarweb.com/blog/research/market-research/market-sizing/?utm_source=adwords&utm_medium=paid&utm_campaign=gs_marketsizing_AUSNZ_dsk&gclid=Cj0KCQjw6NmHBhD2ARIsAl3hrM0H13347E9Tmvs1DE3OChNgwKbJvnDBi3Pj2praBZ0M9mB9pOlk7scaAhF9EALw_wcB
<https://baremetrics.com/academy/market-size>

Competitor Analysis

1. Uber Eats:

- **Users:** Uber Eats operates in over 6,000 cities across 45 countries, serving millions of users globally.
- **Sales:** In 2021, Uber Eats generated \$8.3 billion in revenue.
- **DataSources:** Public financial reports, market analyses, and company announcements.

2. Grubhub:

- **Users:** Grubhub connects customers with a vast network of local restaurants across the United States.

- **Sales:** Grubhub reported revenues of approximately \$1.3 billion in 2021.
- **DataSources:** Public financial reports, market analyses, and company announcements.

Reference Link: <https://www.mykpono.com/how-to-conduct-competitive-analysis/>
<https://www.aha.io/roadmapping/guide/product-strategy/how-should-product-managers-research-competitors>
<https://www.g2.com/products/doordash-for-merchants/competitors/alternatives>

Acquisition Channel Strategy

1- Social Media Influencers

- Collaborate with popular influencers on platforms like Instagram, TikTok, and YouTube who have a strong following in the food and lifestyle niches.
- Influencers can authentically showcase DoorDash's service in real-life scenarios, creating relatable and engaging content. Their endorsement can significantly boost visibility and credibility among their followers, driving user acquisition through personal recommendations and storytelling.

2- Local Partnerships with Restaurants

- Form partnerships with local restaurants and eateries to promote DoorDash through in-store signage, branded packaging, and co-hosted events.
- This direct approach connects with potential users at the point of purchase, where they're already thinking about food. By leveraging the restaurant's existing customer base, DoorDash can increase its presence and encourage users to try the service, benefiting both the delivery platform and the restaurant.

3- Community Events and Sponsorships

- Sponsor or participate in community events such as food festivals, farmers' markets, and local sports events. Set up booths or food trucks where attendees can experience DoorDash's service firsthand.
- Engaging with users in a lively, communal setting allows DoorDash to create memorable experiences and build brand awareness organically. These events provide an opportunity to interact directly with potential users, offer exclusive promotions, and demonstrate the convenience and variety of DoorDash's offerings.

Pricing Strategy

1. Commission Fees: Charge partner restaurants a percentage of each order.
2. Delivery Fees: Apply varying delivery fees based on distance, order size, and delivery time.
3. Subscription Model: Offer a subscription service (e.g., DoorDash Pass) for reduced or waived delivery fees.
4. Dynamic Pricing: Adjust delivery fees based on demand and peak hours.

5. Promotions and Discounts: Use promotional offers to attract and retain customers.

Revenue Goal

- Target: Achieve a 30% year-over-year revenue growth while maintaining positive cash flow.

- **Justification:**

- Market expansion
- Customer retention through loyalty programs
- Operational efficiency improvements

Consistent Pricing Strategy

- Attract New Users: Competitive delivery fees and promotions.
- Retain Existing Users: Subscription models and loyalty programs.
- Maximize Revenue: Dynamic pricing and commission fees.

Get Ready for Launch:

We need to contact these teams before launch

1. Development Team

- Final code review, performance testing, and deployment plan.

2. QA Team

- Testing results, user acceptance feedback, and issue resolution.

3. UI/UX Team

- Design tweaks, usability testing results, and accessibility checks.

4. Product Management Team

- Final feature set, timeline, and go-to-market strategy.

5. Marketing Team

- Campaign plans, content creation, and launch date coordination.

6. Customer Support

- Preparation for inquiries, support documentation, and training.

7. Operations

- Infrastructure readiness, backup plans, and monitoring systems.

8. LegalTeam

- Regulatory compliance, terms of service review, and risk mitigation.

9. Finance Team

- Budget review, pricing strategy, and financial projections.

Risk Factors and Mitigation Plans

1. Project Delays

- Mitigation:
 - Conduct weekly status meetings.
 - Build buffer time into the schedule.
 - Allocate resources to critical tasks.

2. Quality Issues

- Mitigation:
 - Implement comprehensive testing protocols.
 - Involve QA team early in development.
 - Conduct beta testing with select users.

3. Market Competition

- Mitigation:
 - Monitor competitors and market trends.
 - Emphasize unique features in marketing.
 - Be flexible with the go-to-market strategy

[Marketing Guide](#)

[Training Guide for Sales and Customer Support](#)

[User Guide](#)

[Launch Email](#)