

Project Design Phase-II

Customer Journey Map

Date	15 October 2022
Team ID	PNT2022TMID00340
Project Name	Hazardous Area Monitoring for Industrial Plant powered by IoT
Maximum Marks	4 Marks





























































































Customer Journey Map:



Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

TIP
As you add steps to the experience, move each those "move left" the left or right depending on the scenario you are documenting.

	<div>Entice How does someone initially become aware of this process?</div>	<div>Enter What do people experience as they begin the process?</div>	<div>Engage In the core moments in the process, what happens?</div>	<div>Exit What do people typically experience as the process finishes?</div>	<div>Extend What happens after the experience is over?</div>
<div>Steps What does the person (or group) typically experience?</div>	<div>The observability of safety monitoring equipment</div> <div>Due to fatal accidents made the point</div>	<div>They identify areas of vulnerability</div> <div>They identify potential threats which might lead to a fatal accident</div>	<div>Safety officers at the plant document the type of existing system in place</div> <div>Safety officers conduct a risk assessment to work with the plant</div>	<div>The safety monitoring system would have been successfully installed</div> <div>The person to install the system would be trained</div> <div>All personnel working at the plant would be aware and responsible for their protection</div>	<div>The safety monitoring system has been installed and is now monitoring</div> <div>The personnel should be trained to handle the monitoring system correctly</div>
<div>Interactions What interactions do they have at each step along the way?<ul style="list-style-type: none">People: Who do they see or talk to?Places: Where are they?Things: What digital touchpoints or physical objects would they use?</div>	<div>Discussions among peer reviews</div> <div>Instructions on how to use the monitoring system</div>	<div>The monitoring system is checked for safety conditions</div> <div>The monitoring of the safety monitoring system is checked for changes</div>	<div>The system is checked for safety conditions</div> <div>The system is checked for safety conditions</div> <div>The system is checked for safety conditions</div> <div>The system is checked for safety conditions</div>	<div>The efficiency of the monitoring system is checked for safety conditions</div> <div>The monitoring system is checked for safety conditions</div> <div>The monitoring system is checked for safety conditions</div> <div>The monitoring system is checked for safety conditions</div>	<div>The monitoring system is checked for safety conditions</div> <div>The monitoring system is checked for safety conditions</div> <div>The monitoring system is checked for safety conditions</div>
<div>Goals & motivations At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div>To reduce the accident rate of a plant</div> <div>To reduce the safety of the working personnel</div> <div>To find possible threats which might lead to accidents</div>	<div>To find an adequate safety monitoring system</div> <div>To find an adequate safety monitoring system</div> <div>To find an adequate safety monitoring system</div>	<div>To find the safety monitoring system to be installed</div> <div>To find the safety monitoring system to be installed</div> <div>To find the safety monitoring system to be installed</div>	<div>To find the safety monitoring system to be installed</div> <div>To find the safety monitoring system to be installed</div> <div>To find the safety monitoring system to be installed</div>	<div>To find the safety monitoring system to be installed</div> <div>To find the safety monitoring system to be installed</div> <div>To find the safety monitoring system to be installed</div>
<div>Positive moments What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div>	<div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div>	<div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div>	<div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div>	<div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div>
<div>Negative moments What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div>	<div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div>	<div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div>	<div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div>	<div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div> <div>The personnel who design the design of working at an industrial plant</div>
<div>Areas of opportunity How might we make each step better? What ideas do we have? What have others suggested?</div>	<div>Safety monitoring system has been improved</div> <div>Safety monitoring system has been improved</div>	<div>Safety monitoring system has been improved</div> <div>Safety monitoring system has been improved</div>	<div>Safety monitoring system has been improved</div> <div>Safety monitoring system has been improved</div> <div>Safety monitoring system has been improved</div>	<div>Safety monitoring system has been improved</div> <div>Safety monitoring system has been improved</div> <div>Safety monitoring system has been improved</div>	<div>Safety monitoring system has been improved</div> <div>Safety monitoring system has been improved</div> <div>Safety monitoring system has been improved</div>