# 1. CUSTOMER SEGMENT(S)

Industry use-Ensuring the safety of workers is the major concern, therefore sometimes it is hard to identify from which area the leakage is occurring.

Homemakers-They are not able to identify whether the gas leakage is occurring due to external source or something.

## 6. CUSTOMER

- 1. Proper maintenance should be taken periodically so as to prevent major mishap due to leakage.
- 2. The services can be done only by technicians, so it is difficult to set up gas leakage system in home/industries.

## 5. AVAILABLE SOLUTIONS

- 1-Usage of sensors to sense gas leakage.
- 2-GSM module helps us to get notification when there is gas leakage.
- 3-Usage of LED's can alert the workers in noisy environment.

### 2. JOBS-TO-BE-DONE / PROBLEMS

### Jobs-to-be-done:

- 1. Message to be sent to ambulance
- 2. Location of the leakage detection

### Problems:

- 1. Cylinder and boiler's maintenance to be done in regular intervals.
- 2. Because of corroded pipes gas can easily react and may lead to explosion.

### 9. PROBLEM ROOT CAUSE

- 1. Malfunction of sensor can lead to major problem.
- 2. High temperature, corrosive pipes, irregular maintenance, presence of gas in the container above the estimated level may lead to sudden explosion.

### 7. BEHAVIOUR

- 1. Identifies the issues with the help of sensor.
- 2 Regular monitoring is done
- 3. Automatic registration when the cylinder is about to empty.

### 3. TRIGGERS

Identification of gas leakage will be done immediately and necessary measurements are taken incase of emergency.

#### 4. EMOTIONS: BEFORE / AFTER

 After: This product gives assurance to the customers about their safety.
 Before: People worry about explosions and accidents occurs due to gas leakage.

## **10. YOUR SOLUTION**

- 1. Switching on/off of any electric device should be avoided.
- 2. Proper evacuation plan and manifestation of emergency drills will help workers to take appropriate step during emergency.
- 3. Use of siren can alert workers.
- 4. Sending message to user and ambulance.

#### **8.CHANNELS of BEHAVIOUR**

#### ONLINE:

Easy way to build relationship and interaction with people is done in a proper manner.

#### OFFLINE:

The customers prefer to visit professionals.

Returning the product is easy.