

Purpose/Vision

Define CS, fit into CC

1. CUSTOMER SEGMENT(S)

CS

Who is the customer?

Public

6. CUSTOMER CONSTRAINTS

CC

What constraints prevent your customers from taking action or limit their choices of solutions?

Cost, adoption towards technology.

5. AVAILABLE SOLUTIONS

Which solutions are available to the customers when they face the problem or need to get the job done? What have they tried in the past? What pros & cons do these solutions have?

Currently, we have bin with automatic (open and close) operations.
Pros-Spread of disease is controlled.
Cons-Many components like motors, drivers are involved.

Explore AS, differentiate

p into BE, understand RC

2. JOBS-TO-BE-DONE / PROBLEMS

J&P

Which jobs-to-be-done (or problems) do you address for your customers? There could be more than one; explore different sides.

Since we include sensors to measure the fill level of trash bin. Measured data is send to cloud for upcoming processing.

9. PROBLEM ROOT CAUSE

RC

What is the real reason that this problem exists? What is the back story behind the need to do this job?

There is a chance of overloading of trash bin therefore creating unhygienic environment.

7. BEHAVIOUR

BE

What does your customer do to address the problem and get the job done?

To prevent the overloading of bin for waste disposal, public may ask the appropriate person to install the system in their area.

Focus on J&P, tap into RC

Focus on J&P

3. TRIGGERS

TR

What triggers customers to act?

- Disposal of waste in a safest manner.
- Giving warnings to remove waste from filled bin.
- Awareness over hygiene environment.

4. EMOTIONS: BEFORE / AFTER

EM

How do customers feel when they face a problem or a job and afterwards ?

Facing problem: Over filled trash bins creating environmental pollution.
After solved: Hygiene environment, less spread of disease.

10. YOUR SOLUTION

SL

Modern smart waste management system which includes sensors ,GPS Which transfers data to cloud thus the route of collection trucks is optimized

8. CHANNELS of BEHAVIOUR

CH

ONLINE
What kind of action do customer take online?
Inclusion of GPS system helps in tracking the bin online.

OFFLINE
What kind of actions do customers take offline?
Replacing the bin, cleaning the bin.

Focus on BE, differentiate online & offline CH of BE