Extractonline&offlineCHofBE

AS

BE

СН

ExploreAS, differentiate

Focus onJ&P,tapintoBE,understandRC

1.CUSTOMER SEGMENT

Whoisyourcustomer?

i.e.workingparentsof0-5y.o.kids

People who are not ready to spend time to dispose the harmful waste.

Parents who's needs to more care to their children to avoid disease from the harmful waste.

6. CUSTOMER CONSTRAINT

Whatconstraintspreventyourcustomersfromtakingactionorlimittheirchoices of solutions? i.e. spending power, budget, no cash, network connection, available devices.

Insufficient data collection quality aspects to recycling, energy recovery of waste and waste prevention.

5. AVAILABLE SOLUTIONS

CC

RC

SL

Whichsolutionsareavailabletothecustomerswhentheyfacetheproblem orneedtogetthejobdone?Whathavetheytriedinthepast?Whatpros&consdothesesolutionshave ?i.e.penandpaperisanalternativetodigitalnotetaking

Direct disposal is, as the name suggests a management strategy where used harmful waste and dispose in underground deposit, without recycling.

2. JOBS-TO-BE-DONE / PROBLEMS

done(orproblems)doyouaddressforyourcustomers?Therecouldbemorethanone;explo

Restrict all the disease created from harmful waste by fast disposal.

Avoid humans to dispose the harmful waste and save more time.

J&P

CS

9. PROBLEM ROOT CAUSE

What is the real reason that this problem exists?Whatisthebackstorybehindtheneedtodothisiob? i.e.customershavetodoitbecauseofthechangeinregulations

Contamination and improper recycling.

Recycling correctly (especially the toxic substance).

7. BEHAVIOUR

Whatdoesyourcustomerdotoaddresstheproblemandgetthejobdone? i.e. directly related: find the right solar panel installer, calculate usage and benefits;indirectlyassociated:customersspendfreetimeonvolunteeringwork(i.e.Greenpeace)

It seemingly gives us power to control our own habits for the benefit of our smart society to reinforcing the green behavior.

3. TRIGGERS

Whattriggerscustomerstoact?i.e.seeingtheirneighbourinstallingsolarpanels,r eadingaboutamoreefficientsolutioninthenews.

Family who uses this system, they live like disease freely it's motivated others to use this system.

4. EMOTIONS: BEFORE/ AFTER

EM

TR

Howdocustomersfeelwhentheyfaceaproblemorajobandafterwards? i.e.lost,insecure>confident,incontrol-useitinyourcommunicationstrategy&design.

Harmful waste dispose machine is very helpful for industrial purpose.

10. YOUR SOLUTION

Ifyouareworkingonanexistingbusiness, writedownyour current solution first, fill in the canvas. andcheckhowmuchitfitsreality.

Ifyouareworkingonanewbusinessproposition, thenkeepitblankuntilyoufillinthe canvas and come up with a solution that fits within customer limitations, solves a problem and matches customer behaviour

Use a reusable bottle/cup for beverages to save money and reduce waste.

Avoid single-use food and drink containers and utensils.

8. CHANNELS of BEHAVIOUR

8.1 ONLINE

Whatkindofactionsdocustomerstakeonline?Extractonlinechannelsfrom#7

If any problem directly people can contact corporation office via online.

8.2 OFFLINE

Whatkindofactions docustomers take offline? Extract offline channels from #7 and use them force

People when interacts when the speak to their values.



