

CUSTOMER JOURNEY

Date	29 October 2022
Team ID	PNT2022TMID28587
Project Name	Smart Waste Management System for Metropolitan Cities
Maximum Marks	4 Marks

Steps

- Reduced overflows
- No Missed pick ups
- Reduction in Collection Cost
- Waste generation analysis

Interaction

- People : Municipal Corporation
- Places: In Metropolitan Cities (Around Main Areas)
- Digital Touchpoints: Websites, Mobile Applications, Emails, as well as Live Chats

Goals and Motivation

- Promotion of Good health, Preventing the Environment Arising from Wastes & Provision of recycling s

Positive and Negative feelings

- Uncertain, Curious
- Positive ,Excited
- Anticipating, Happy
- Disappointed , Satisfied

Areas of Opportunity

- Circulate safety data sheets.
- Proper segregating and minimizing waste.
- Review Compliance.
- Perform regular audits on waste management and disposal.