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| QUESTIONS | DESCRIPTION |
| **Who does the problem affect?** | **Target users:**  **Individuals –** who wants to donate but has no time to make appointments and who needs blood urgently.  **Organizations –** that wants to encourage the habit of plasma donation to their employees. |
| **What are the boundaries of the problem?** | Time, Health-issues, No Awareness, Rumours. |
| **What is the issue?** | An individual who really wants to donate has no time for making an appointment. If that issue is solved by making an application, there’ll be no problem in donating blood or making appointments for plasma donation. |
| **When does the issue occur?** | It occurs when an individual is a busy worker, who has less time for other usual activities and when and individual has no one to help him to get plasma. |
| **Why is it important that we fix the problem?** | The person can able to donate plasma .This helps others those who are really in need of the blood to save them or their loved ones and to save humanity. |