

CUSTOMER JOURNEY MAP

	STAGE 1	STAGE 2	STAGE 3	STAGE 4	STAGE 5
OBJECTIVES	write a goal or activities	Smart waste management protect the personal health and keep the environment clean	The system comprises of sensor for detecting the filled garbage bin	Once the sensor detects the filled garbage it sends an alarm message to the authority	Once the alarm message is received action will take place accordingly
NEEDS	Write a need you want to meet	Separation of bio and non-bio degradable waste	Prevent overflow of waste	Detect the gas leakage from the waste	Detect the fire smoke which starts from the waste
FEELINGS	Write the emotion you expect the customer to have	Satisfied about the process	Embarrassed on the solution and promoted the good words towards this project	The project should be useful	Feedback for the project
BARRIERS	Write a potential challenge to your objective	Higher officials	Commercial companies	Weather condition can affect the waste collection	Mixing of waste in the garbage