

This is the journey of a  
**Hazardous Area  
Monitoring  
Industrial plant  
powered by IoT**

To monitor the condition we can integrate the small devices in the area which are needed to be monitored.

What are their key goals and needs?

Customer Satisfaction

Desired Product

Archive customer recognition

What do they struggle with most?

Fault occurring machineries

Causes of injuries

Lack of safety equipment

What tasks do they have?

Evaluate a workplace.

Ensure the area is marked as safe to work.

Thorough documentation of health and safety protocols to be followed.

Journey Steps Which step of the experience are you describing?	Discovery Why do they even start the journey?	Registration Why would they trust us?	Onboarding and First Use How can they feel successful?				Sharing Why would they invite others?
Actions What does the customer do? What information do they look for? What is their context?	<div>Working conditions in industry were difficult, to overcome these Hazards in this field.</div>	<div>Using Digital way system</div> <div>Controlling the hazard at the minimal level</div> <div>Detecting a hazardous signs ,major problem will be prevented at the initial stage</div>	<div>Not so complex</div>	<div>Way of handling will be easy to work effectively.</div>	<div>User friendly</div>	<div>Continually cultivate a safety standard in the work station.</div>	<div>It isn't cost Effective</div> <div>Easy way of understanding the process when a worker alone to rectify the issues in their workplace of any time.</div> <div>This application will avoid the risk</div>
Needs and Pains What does the customer want to achieve or avoid? <i>Tip: Reduce ambiguity, e.g. by using the first person narrator.</i>	<div>They need safe work environmet</div> <div>They require proper equipment for their work</div>	<div>Post warning signs if there is a problem or hazard</div> <div>Have adequate insurance coverage in place</div> <div>Managemet has ensure to Keep a record of repairs</div>	<div>Inspect your premises regularly and look for potential hazards</div>	<div>Implement selected controls in the workplace</div>	<div>eliminate the hazardous creating machineries in the regular working areas.</div>	<div>Create and maintain a checklist for equipment to make sure it's in safe working order.</div>	<div>Providing appropriate protective equipment with free of charge.</div> <div>Conduct incident investigation-ns.</div> <div>Keeping the working hours favour to workers mental and physical health.</div>
Touchpoint What part of the service do they interact with?	<div>Characterize the nature of identified hazards, identify interim control measures, and prioritize the hazards for control</div> <div>They can hear machine monitoring through audio while there is no need of using mobile to see the message of machine status in all the time.</div>	<div>Maintain your tools and equipment</div> <div>Monitoring risk continuously</div> <div>Follow up to confirm that controls are effective</div>	<div>Identify hazards associated with emergency and nonroutine situations</div>	<div>Inspect the workplace for safety hazards</div>	<div>Management notes an unsafe act or condition beyond their ability to correct.</div>	<div>Helps to reduce hazards levels in the workplace</div>	<div>Industries are taking a step forward in revolutionizing their production and safety processes.</div> <div>Select controls to protect workers during nonroutine operations and emergencies</div> <div>Developed and updated a hazard control plan</div>
Customer Feeling What is the customer feeling? <i>Tip: Use the emoji app to express more emotions</i>							
Backstage							
Opportunities What could we improve or introduce?	<div>Providing more</div>	<div>Finding the related</div>	<div>Decrease hazardous occurring in</div>				<div>Increase Customer</div>
Process ownership Who is in the lead on this?	<div>Deepika V</div>	<div>Aiswarya S</div>	<div>Kaviyashri P</div>				<div>Yogavarshini C</div>

What changes for them?

## Outcome

Describe how the life and environment of the customer changes once they used the product or service.

What are they able to do now?

Obey safety requirements.

Pay attention to workstation.

Develop problem solving skills.

What can they finally avoid doing?

Issuing protective equipment

Trying a risky option.

Delay in performance

What changed in my environment?

secured environment

Provides 24/7 services

Ideas to improve product