

Empathy Map

Date	9 November 2022
Team ID	PNT2022TMID05379
Project Name	Smart Waste Management System For Metropolitan Cities
Maximum marks	2 Marks

EMPATHY MAP

THINKS

1.Sometimes collection routes are not efficient, since some containers are empty.

2.Balance between collection circuits are different.

3.Want to complete the collection circuit the fastest way possible.

4.Some containers and vehicles stops are not possible.

SAYS

1.Some items are not being separated properly.

2.Spend too much time in traffic, delaying collection time frames.

3.There are several containers that are difficult to access.

4.There should be a better way to communicate with the command centre.

DOES

1.Empties waste containers manually or mechanically.

2.Check the on-board vehicle computer.

3.House-to-House waste collection.

4.Reports incidents found during the collection process.

5.Follow specific collection routes.

FEELS

1.Pride for contributing to the reduction of waste.

2.Empowered when given new tools to work.

3.Anxious and stressed by social pressure.

4.Frustrated with some citizens that don't take waste collection seriously.

5.Overwhelmed with the amount of work and working schedule.

PAINS

1.People not understanding the importance of segregating waste.

2.Not knowing what containers are empty or full.


3.WCS system routes are time consuming.

GAINS

1.More efficient collection routes.

2.Help reduce waste and pollution.

3.More balanced work and personal life.



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