

PROJECT DESIGN PHASE-II CUSTOMER JOURNEY MAP

DATE

TEAM ID

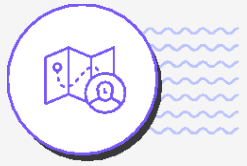
PROJECT

28 October 2022

IBMSI20220005221

SMART WASTE MANAGEMENT FOR METROPOLITAN CITIES

Template



Customer experience journey map

Use this framework to better understand customer needs, motivations, and obstacles by illustrating a key scenario or process from start to finish. When possible, use this map to document and summarize interviews and observations with real people rather than relying on your hunches or assumptions.

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








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Document an existing experience

Narrow your focus to a specific scenario or process within an existing product or service. In the **Steps** row, document the step-by-step process someone typically experiences, then add detail to each of the other rows.

SMART WASTE MANAGEMENT FOR METROPOLITAN CITIES		<div></div> <div>ANALYSIS OF WASTE LEVEL</div> <div>How does someone initially become aware of this process?</div>	<div></div> <div>EFFECTS FOR PEOPLE</div> <div>What do people experience as they begin the process?</div>	<div></div> <div>SEPARATION OF WASTE</div> <div>In the core moments in the process, what happens?</div>	<div></div> <div>MEASURES TAKEN</div> <div>What happens after the experience is over?</div>
<div></div> <div>Steps</div> <div>What does the person (or group) typically experience?</div>	<div><div>garbage collection is a form of static analysis</div><div>percentage of material purchase</div><div>determine the exact composition of a waste product.</div><div>% of material required by design</div><div>Ultimate analysis informs about the amount of carbon (C), hydrogen (H), nitrogen (N), sulphur (S) and oxygen (O)</div></div>	<div><div>hazardous waste</div><div>infected diseases, lost and water pollution, generation of strong and toxic of bioactivity</div><div>These waste can harm people, animals, and plants, whether it lands up in the ground, in streams, or even in the air</div><div>air, water, soil or solid waste pollution</div></div>	<div><div>municipal solid waste</div><div>industrial waste</div><div>hazardous waste</div><div>Recyclable rubbish</div><div>agricultural waste</div><div>reducing waste at the source</div><div>reuse of materials</div><div>recycling</div><div>landfilling</div><div>water, sewage, sludge, Manage them</div></div>		
<div></div> <div>Interactions</div> <div>What interactions do they have at each step along the way?</div> <div><ul style="list-style-type: none">People: Who do they see or talk to?Places: Where are they?Things: What digital touchpoints or physical objects would they use?</div>	<div><div>identify the sectors to be reviewed</div><div>Recruit and inform participants</div><div>Dispose of the waste samples</div><div>Obtain samples of FLW and identify a sorting site</div><div>Weigh and record the data</div><div>Prepare the full list requirement</div><div>Save on costs and reduce requirements for disposal</div><div>creation of alternative for the rest of the community</div><div>labor and capital requirements</div><div>creates greenhouse gas emissions and other air pollutants.</div><div>Save on costs and reduce requirements for disposal</div><div>creation of alternative for the rest of the community</div><div>labor and capital requirements</div><div>creates greenhouse gas emissions and other air pollutants.</div><div>Save on costs and reduce requirements for disposal</div><div>creation of alternative for the rest of the community</div><div>labor and capital requirements</div><div>creates greenhouse gas emissions and other air pollutants.</div></div>	<div><div>hazardous waste</div><div>infected diseases, lost and water pollution, generation of strong and toxic of bioactivity</div><div>These waste can harm people, animals, and plants, whether it lands up in the ground, in streams, or even in the air</div><div>air, water, soil or solid waste pollution</div><div>municipal solid waste</div><div>industrial waste</div><div>hazardous waste</div><div>Recyclable rubbish</div><div>agricultural waste</div><div>reducing waste at the source</div><div>reuse of materials</div><div>recycling</div><div>landfilling</div><div>water, sewage, sludge, Manage them</div></div>	<div><div>identify the sectors to be reviewed</div><div>Recruit and inform participants</div><div>Dispose of the waste samples</div><div>Obtain samples of FLW and identify a sorting site</div><div>Weigh and record the data</div><div>Prepare the full list requirement</div><div>Save on costs and reduce requirements for disposal</div><div>creation of alternative for the rest of the community</div><div>labor and capital requirements</div><div>creates greenhouse gas emissions and other air pollutants.</div><div>Save on costs and reduce requirements for disposal</div><div>creation of alternative for the rest of the community</div><div>labor and capital requirements</div><div>creates greenhouse gas emissions and other air pollutants.</div><div>Save on costs and reduce requirements for disposal</div><div>creation of alternative for the rest of the community</div><div>labor and capital requirements</div><div>creates greenhouse gas emissions and other air pollutants.</div></div>		
<div></div> <div>Goals & motivations</div> <div>At each step, what is a person's primary goal or motivation? ("Help me..." or "Help me avoid...")</div>	<div><div>a lack of established facilities for recycling and the time and effort spent required in using them</div><div>to support sustainable development by promoting the rational use of natural resources.</div><div>disposing of waste in a regular way (not a burden)</div><div>Reduce, Reuse, Recycle</div><div>Use Your Creativity.</div><div>Family a Recycling Club.</div><div>maximize recycling</div><div>conserving natural resources.</div><div>reducing the waste we produce</div><div>creating as minimal waste as possible</div></div>	<div><div>hazardous waste</div><div>infected diseases, lost and water pollution, generation of strong and toxic of bioactivity</div><div>These waste can harm people, animals, and plants, whether it lands up in the ground, in streams, or even in the air</div><div>air, water, soil or solid waste pollution</div><div>municipal solid waste</div><div>industrial waste</div><div>hazardous waste</div><div>Recyclable rubbish</div><div>agricultural waste</div><div>reducing waste at the source</div><div>reuse of materials</div><div>recycling</div><div>landfilling</div><div>water, sewage, sludge, Manage them</div></div>	<div><div>a lack of established facilities for recycling and the time and effort spent required in using them</div><div>to support sustainable development by promoting the rational use of natural resources.</div><div>disposing of waste in a regular way (not a burden)</div><div>Reduce, Reuse, Recycle</div><div>Use Your Creativity.</div><div>Family a Recycling Club.</div><div>maximize recycling</div><div>conserving natural resources.</div><div>reducing the waste we produce</div><div>creating as minimal waste as possible</div></div>		
<div></div> <div>Positive moments</div> <div>What steps does a typical person find enjoyable, productive, fun, motivating, delightful, or exciting?</div>	<div><div>keeps materials out of landfills</div><div>Reduce the amount of waste (clean and fast)</div><div>Reduce the amount of waste (clean and fast)</div><div>Practice is highly lucrative</div><div>Save the Earth and conserve energy</div><div>There's an Environmental Benefit</div><div>Recycling Creates Jobs</div><div>Recycling Can Lead to Pollution</div><div>Recycling is Costly</div><div>Human Damage</div></div>	<div><div>hazardous waste</div><div>infected diseases, lost and water pollution, generation of strong and toxic of bioactivity</div><div>These waste can harm people, animals, and plants, whether it lands up in the ground, in streams, or even in the air</div><div>air, water, soil or solid waste pollution</div><div>municipal solid waste</div><div>industrial waste</div><div>hazardous waste</div><div>Recyclable rubbish</div><div>agricultural waste</div><div>reducing waste at the source</div><div>reuse of materials</div><div>recycling</div><div>landfilling</div><div>water, sewage, sludge, Manage them</div></div>	<div><div>keeps materials out of landfills</div><div>Reduce the amount of waste (clean and fast)</div><div>Reduce the amount of waste (clean and fast)</div><div>Practice is highly lucrative</div><div>Save the Earth and conserve energy</div><div>There's an Environmental Benefit</div><div>Recycling Creates Jobs</div><div>Recycling Can Lead to Pollution</div><div>Recycling is Costly</div><div>Human Damage</div></div>		
<div></div> <div>Negative moments</div> <div>What steps does a typical person find frustrating, confusing, angering, costly, or time-consuming?</div>	<div><div>Process is not always cost-effective</div><div>The resultant product has a short life</div><div>Needs More Global Buy-In</div><div>The sites often dangerous</div><div>Waste management can cause more problems</div><div>Recycling Takes Energy</div><div>Recycling Can Lead to Pollution</div><div>Recycling is Costly</div><div>Human Damage</div></div>	<div><div>hazardous waste</div><div>infected diseases, lost and water pollution, generation of strong and toxic of bioactivity</div><div>These waste can harm people, animals, and plants, whether it lands up in the ground, in streams, or even in the air</div><div>air, water, soil or solid waste pollution</div><div>municipal solid waste</div><div>industrial waste</div><div>hazardous waste</div><div>Recyclable rubbish</div><div>agricultural waste</div><div>reducing waste at the source</div><div>reuse of materials</div><div>recycling</div><div>landfilling</div><div>water, sewage, sludge, Manage them</div></div>	<div><div>Process is not always cost-effective</div><div>The resultant product has a short life</div><div>Needs More Global Buy-In</div><div>The sites often dangerous</div><div>Waste management can cause more problems</div><div>Recycling Takes Energy</div><div>Recycling Can Lead to Pollution</div><div>Recycling is Costly</div><div>Human Damage</div></div>		
<div></div> <div>Areas of opportunity</div> <div>How might we make each step</div>	<div><div>a design change that can be used by Waste Management, designed by the company</div><div>designs integrated designed routes for garbage trucks based on data from connected garbage containers thanks to the collection route</div><div>new opportunities for technology for</div><div>improved human labor</div><div>reducing waste at the source</div><div>reuse of materials</div><div>recycling</div><div>landfilling</div><div>water, sewage, sludge, Manage them</div></div>	<div><div>hazardous waste</div><div>infected diseases, lost and water pollution, generation of strong and toxic of bioactivity</div><div>These waste can harm people, animals, and plants, whether it lands up in the ground, in streams, or even in the air</div><div>air, water, soil or solid waste pollution</div><div>municipal solid waste</div><div>industrial waste</div><div>hazardous waste</div><div>Recyclable rubbish</div><div>agricultural waste</div><div>reducing waste at the source</div><div>reuse of materials</div><div>recycling</div><div>landfilling</div><div>water, sewage, sludge, Manage them</div></div>	<div><div>a design change that can be used by Waste Management, designed by the company</div><div>designs integrated designed routes for garbage trucks based on data from connected garbage containers thanks to the collection route</div><div>new opportunities for technology for</div><div>improved human labor</div><div>reducing waste at the source</div><div>reuse of materials</div><div>recycling</div><div>landfilling</div><div>water, sewage, sludge, Manage them</div></div>		

TIP  As you add steps to the experience, move each of these “Five Es” the left or right depending on the scenario you are documenting.

