

THEME:
Car Wash On The Go

A3:

TEAM:
Team #6

AUTHOR:
Félix Dasta

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PROBLEM STATEMENT What problem do we need to solve for customers and users (either internal or external)?

CONSTRAINTS What existing user workflows and technical constraints should we consider to design a solution?

Currently, there is a situation where many people would like to have their car cleaned, but lack of time or laziness doesn't allow the customers to clean them. Hence, the problem that we need to solve is that we should establish an Uber-like service to clean people's car at their house or wherever they're.

User workflow should be simple and easy to use, so a traditional user workflow will be used in the app. By traditional user workflow, we mean that as soon as the user opens the app, they will be triggered to login to start using their service. If they don't have an account, then they simply tap "create an account" to make one. After the user logins, they will be asked if they're going to behave as a washer, or as a customer. If they choose to behave as a washer, a map from google maps will be triggered to see the available customers and their location. If they choose to be a customer, then they will be asked to turn their location on, see the available washers and pay for their service with paypal, mastercard, or visa, which will be based on existing apis. Firebase servers will be use for the development of the app.

TARGET USERS Which personas (and editions) are feeling pain now? What job are they hiring us to do?

NEW USER EXPERIENCE How will the interface (web, mobile, API) and user workflow change?

We're hiring developers, since we are going to need a big team to develop this app. We will need front end and backend developers. Many things are going to be involvedd in the app, such as real time tracking and transactions, so security will be a very important thing. Also, we will be hiring washers so that they can complete the task of cleaning the car to the target users. Target users will be paying the washers so that their car can be cleaned, and the cost will depend on the kind of vehicle they have.

The user experience is going to be similar on the web and the mobile. Google maps api will be applied to both and the same firebase server will be used. Development tools will change to adapt the user experience according to the device. Javascript and html will be used for web development, while xcode and java will be used for iOS and android.

COST OF DELAY What is the opportunity cost if we don't solve this problem? How can we measure success?

VALIDATION & MEASUREMENT PLAN How do we make sure that we solved the problem?

If the problem isn't solved, we would be losing the investment made in the items that were bought and the time and investment that was used to develop the application. The employees from our founded company wouldn't be earning money and we would have to close the company and cancel the app development since rather then benefits, we would be having more hassle.

After the customer receives the desired service, they will be able to review the washer. According to the review, we're going to determine if the problem was solved or not. If the problem wasn't solved (the vehicle wasn't washed properly or wasn't washed), then a refund will be made to the customer. But to try to avoid those particular problems, after the washer washes the customer vehicle, they will take a picture of the cleaned vehicle and will asked the customer to revise their vehicle to make sure that is properly cleaned. Note that that washer should take a picture before the vehicle is washed and after the vehicle is washed.

