

Automated food delivery for Doordash

Managing Product Development

Product Manager: OBOH KINGSLEY



Test Plan

Create a test plan to validate everything is built to spec and working correctly

Test Cases: Functional Requirements

Feature	Steps	Expected Behavior	Priority
Create account	<ol style="list-style-type: none">1) Launch the app.2) Tap on the "get started" button.3) Enter the required details.4) Tap on the "Sign Up" button	The user should be sent a verification email with a link	P0
Sign in verification	<ol style="list-style-type: none">1) Tap on the verify e-mail button	The user's account should be successfully created and redirected to the app's home screen.	P0
Verify successful sign in.	<ol style="list-style-type: none">1) Launch the app.2) Tap on the "sign in" button.3) Enter valid email and password.4) Tap the "sign in" button.	The user should be successfully signed in and redirected to the app's home screen.	P0
In app food varieties	<ol style="list-style-type: none">1) Click on log in2) Scroll through different food3) Add selected meals to cart4) Check out	The user should be able to select different meals and add them to shopping cart	P1
Delivery summary	<ol style="list-style-type: none">1) The user input address2) The user confirms the order initially placed3) The user place order	The user should be able to view order summary, input delivery address and place order	P1

Test Cases: Functional Requirements

Feature	Steps	Expected Behavior	Priority
Add debit card	<ol style="list-style-type: none">1) Click on the add debit card option2) Select card type3) Add card details	The user should be able to successfully add a debit cart.	P0
Delivery method	<ol style="list-style-type: none">1) User selects delivery method2) Drone or land robot3) Confirm delivery method	The user should be a able to choose its delivery method	P1

Test Cases: Non-functional Requirements

Requirement	Steps to reproduce	Priority
Scalability	<ol style="list-style-type: none">1. Simulate a sudden increase in user load.2. Observe how the app scales(vertically or horizontally).3. Ensure it can handle unexpected spikes without crashing.	P1
Tracking	<ol style="list-style-type: none">1. Simulate the tracking of delivery under increase in user load2. Observes the effectiveness of the tracking.3. See if the tracking correlates with real-time.	P0
Load handling	<ol style="list-style-type: none">1. Gradually increase the load until it reaches the app's capacity2. Simulate multiple concurrent user sessions3. Ensure the app remains responsive and stable.	P0
Response time under normal load	<ol style="list-style-type: none">1. Main page loads in less than 200ms.2. Simulate typical user load.3. Record response times for critical app functions.4. Ensure 95% of responses are within acceptable time limits.	P0

Test Cases: Non-functional Requirements

Requirement	Steps to reproduce	Priority
Authentication and Authorization	<ol style="list-style-type: none">1. Attempt to login with invalid credentials2. Verify that unauthorized access denied.3. Test role-based access controls.	P0
Vulnerability	<ol style="list-style-type: none">1. Run security scans and penetration tests.2. Address identified vulnerabilities.3. Confirm vulnerabilities are mitigated.	P1

Dogfood Survey

Create a dogfood survey to get insight from real world usage

Dogfood Survey



Link your survey

Prioritize

Issues come up. Keep the team focused on the things that matter the most

Fire Drills

Scenario	Who	Communication Method	Key Messages
QA finished testing and reported that 3 test cases failed	Engineer	Meeting	<ul style="list-style-type: none">• Share the details of the failed test cases with the engineer.• Discuss potential solutions and prioritize any necessary fix.
An engineer is ready to start working on the next feature, but doesn't have the necessary mocks for it	Designer	Doc and ping	<ul style="list-style-type: none">• Communicates the engineer's readiness to begin work on the next feature.• Emphasize the importance of having the necessary mockups in a timely manner to avoid delays in development.
Support flagged that many users are unable to sign in to their accounts	Designer and Engineering team	Ping and meeting	<ul style="list-style-type: none">• Provide context on the scale of the problem.• Discuss the potential impact of these sign-in issues on users and business.
Dogfood survey results are in and dogfooders are not excited about recommending the product	Designer and Engineer team	Doc	<ul style="list-style-type: none">• Share the survey results with them and discuss possible reasons behind the lack of enthusiasm among dog fooders.• Engage and Collaborate with the UX designer to explore potential usability issues or design-related concerns that may have contributed to the lack of excitement.• Adjust the product roadmap and prioritize features or changes that address the identified concerns.

Fire Drills

Scenario	Who	Communication Method	Key Messages
Legal informed you about a new law going into effect that will require you to add new privacy controls before you can launch	Engineer	Meeting, Doc	<ul style="list-style-type: none">• Send a detailed email outlining the legal requirements, it's implications and the necessary actions.• Address how these privacy control may affect users.• Emphasize the critical nature of compliance with this law and the potential legal and reputational risks if the product does not meet the required privacy standards.
A new PM just joined your team and is interested in learning about your work	Cross-functional team members.	Doc	<ul style="list-style-type: none">• Review any existing product documentation, including product roadmaps, user stories and design documents.

Prioritize

Scenario	Priority Ranked	Rationale
QA finished testing and reported that 3 test cases failed	2	If the test cases are not of high priority that could affect user experience using the app, then it should be Priority 2.
An engineer is ready to start working on the next feature, but doesn't have the mocks for it	3	Engineers not having the mocks at the appropriate time could cause delay in the product development cycle.
Support flagged that many users are unable to sign in to their accounts	1	This is a usability issue that needs to be addressed asap through UX update. Otherwise it affects the business revenue and results in user churn.
Dogfood survey results are in and dogfooders are not excited about recommending the product	4	This is a priority 4 issue because sometimes dogooders are not your direct target users.
Legal informed you about a new law going into effect that will require you to add new privacy controls before you can launch	5	If users information are not safe with us, this could result in user churn.Privacy control is needed to prevent leakage of users information.
A new PM just joined your team and is interested in learning about your work	6	This is a Priority 6 issue as the new PM is not required to launch the product but could be of help along the learning journey. The new PM is a nice to have addition.

Go No Go

Run a go / no go meeting to decide if the product is ready to launch, and communicate out any risks and mitigations in place

Doordash “Automated food delivery”

Door dash automated delivery app is designed to help users receive order in a timely and accurate manner. It enable users choose between two delivery options i.e land robot or drone. This app will help users save time and prevent food from getting cold before reaching its destination. In general it helps to deliver order efficiently.

Key Features:

- Account Sign in Flow
- In app food varieties
- Delivery method
- Tracking

Account Sign in Flow

Ready to Launch

Testing:

- All test cases passed

Dogfood:

- Positive feedback from dogfooders

Production Readiness:

- Successful account created by user.
- User can access the app's home screen after a successful sign in.

Open Issues / Risk:

- Users may not remember login password.
- Users who are yet to create an account can not perform a task.

Mitigations:

- Send users a link that enables them to reset their password.
- One time login unless users logout.
- Redirecting user that is yet to create an account to the sign up page when trying to do a task within the app.

In app food varieties

At Risk

Testing:

- One test case failed [Add to cart]

Dogfood:

- Dogfooders ran into issues related to the failed test case above

Production Readiness:

- Load time should not be more than 200ms.
- Clear effective communication and visual of challenge details.

Open Issues / Risk:

- Picture quality increased load time by 4000ms

Mitigations:

- Issue should be fixed before launch.

Tracking

Ready to Launch

Testing:

- All test cases passed

Dogfood:

- A third of dogfooders ran into issues [The Tracking lags and doesn't correlate with real time]

Production Readiness:

- The app shows where the location of the food.
- The app alerts if there is need for human intervention.

Open Issues / Risk:

- Meal may get hijacked along the way
- Robots may malfunction

Mitigations:

- Putting a passcode on the app for users to input on the robot to get access to their order
- Human intervention would take place for robots malfunction

Recommendation: [Don't launch]

Unfortunately, we won't be able to launch in this state because:

- The Three high priority features are being analyzed for launch while two are ready for launch the other is being identified with risk that needs to be fixed before launch.
- The risks associated with this feature could lead to bad user experience with the product and result in user churn.
- This feature is important in the total number of orders a user might want to order.

Invitation: Go / No Go Launch Meeting

To:

- Designer
- Engineer
- UX researcher
- QA team
- Legal team
- Leadership team
- Sales team
- Marketing team

Subject: Join us for an exciting update meeting.

Message: Sequel to our ongoing project “Automated food delivery”. We're thrilled to invite you for a go/no go launch meeting where we will share some exciting developments. Here's a brief overview of where the project stand:

According to the roadmap, the launch will be happening in the 4th quarter. We've made significant strides in Door Dash “Automated food delivery”. The product has been built and tested. The features have been reviewed while analyzing the issues and risk associated with them. However, some have successfully pass launch while there are a few challenges and risk that could affect user experience that is needed to be addressed before launch.

Meeting Details:

Date: 17/10/2023

Time: 11AM

Location: Company's Boardroom.

Your insights and expertise are invaluable to us as we navigate these exciting yet challenging times. We look forward to your presence at the meeting and the opportunity to discuss our progress and the path ahead for the success of this project.

Warm regards,
Obob Kingsley.(PM).

Responding to Feedback

Your director:

This all looks really promising! Can we launch two weeks earlier than originally planned?

Your response:

- That's a good idea. I would have loved to but unfortunately we won't be able to launch as requested.
- There are issues associated with some important features that needs to be fixed before launch. These are high priority features that could affect user experience with the product and won't provide enough value to users.
- However, if the issues are fixed before the launch date, we would definitely launch it then.