# Chapter 6: CONCLUSIONS

# 6.1 Conclusion

The solution for ordering pickup for dry cleaning that was developed during this thesis proved to be highly user-friendly. Determining what personality that was suitable for this type of application was harder to achieve. The answer to finding that personality is very individual since some users prefer cleaner interfaces and others are very much delighted by the use of avatars. It is important to find a balance between too much personality and an uninteresting application since a reflectively positive experience of an application might get a user to pick one app in favor of another. Human behavior in applications heighten the qualitative experience. Developers should know and analyze their audience for the specific application. Creating the voice of the app should be at least as important as using fast algorithms or a visually appealing design. For developing a great application with a personal user experience there should be resources invested in creating subtle but amusing animations and emotional texts, speaking to the user while also presenting useful information. Even for single-person projects, waterfall software development methodologies should be encouraged in order to inspire continuous work and to acquire project overview.

# 6.2 Future Scope

Laundries will need to be more integrated with their customers and their needs. Having linen rooms that know the exact inventory at any one time can reduce handling, lower inventory costs and improve servicing the locations that need the product. Hopefully, the reduction in inventory, usage and costs to the end-user will help result in laundries being able to charge for the services provided.Marketing and sales will need to be more results-based than services-based. Customers will want the laundries to be more integrated into their service model, rather than just a supplier of products.

All laundries will be operating within best practices due to the expansion of technology and data. So, from that giant five-star hotel, to the small local hotel, to the fire department, to the long-term care facility, all will be able to produce exceptional quality. The process will become virtually foolproof, which will mean longer linen life (because it is being handled correctly every time) and better management of labor (with lower costs).

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