Plan of Approach

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CLIENT: MICHIEL YBEMA - MRFIX

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1 Introduction

This document is part of the project executed by students at the Bit Academy in Amsterdam, at the request of Michiel Ybema, representative of mrFix. MrFix is a company aiming to easily connect customers in need of home repair or improvement with trustworthy professionals. The project's duration is one week. This project's mission is to:

1. Analyse the various useflows within mrFix's services, and their competitors and come up with a preliminary design for a mobile app.
2. Build a minimal working prototype for a mobile app suitable for the business of mrFix based on this design.

Throughout this document the company of mrFix may be revered to as *client*, users of the service as *customers* and the people performing the jobs as *fixers*.

2 Prototype requirements

The following requirements need to be taken into consideration when designing the prototype:

- Fixers need a publicly visible profile.
- The app needs to include an intuitive messaging system for communication between customer and fixer.
- Customers need a clear and accurate quote, or at least estimation, for the cost of the job.
- The app needs to facilitate making appointments between customers and fixers.
- Customers need certainty that the job will be done right the first time.
- Customers need certainty that the invoice matches the actual work done.
- The app needs to handle payments from the customer to the fixer.
- Customers need to be able to write reviews about their fixer.

3 Project goals

The client has voiced an interest in the following points:

- An overview of rival apps.
- Clear documentation provided along with the prototype.
- An overview of industry standard technologies useful for building the desired product.
- An overview of third party Software-as-a-service providers and/or open source libraries to use.

4 Target audience

The target audience for mrFix's service is primarily well-off people with limited time and/or DIY skills.

5 Planning

The project kicked of on Monday, November 21 and will conclude on Friday 25th.

Day 1	exploratory research
Day 2	UML useflow charts, job posting design
Day 3	fixer profile design
Day 4	messaging design
Day 5	demo