The stakeholders in this case are the lunch makers, dabbawalas, and the lunch eater. The lunch makers interest is to provide a quality meal to family member. The dabbawala’s interest is to provide home prepared meals in exchange for money. Lastly, the lunch eaters interest is to receive nice home prepared meals.

The infrastructure in this case includes trains – and those who operate them, bicycles, the lunch makers, cell phones, and the dabbawalas – they must know the city, the train routes, schedules/rules, and how to ride a bike/train. Lunch boxes are of standard shape and size, and through use of a color coding information infrastructure using a human-centric design approach the lunch boxes are delivered without flaw. The color codes contain information themselves, they identify various parameters such as origination suburb, route, destination station, whose responsibility, street, building, and floor. These are all a part of the information infrastructure. In order to eliminate ambiguity, the vocabulary used to implement and describe markings on the dabbas are only numbers and alphabets, this is also a part of the information infrastructure. The syntax used is intentionally made to be very descriptive and be able to be read independent of any local language.

Requirements for the dabbawala’s include getting the lunches collected, delivering them to the right location, and getting the empty containers back. Solutions to these requirements are the flawless hub and spoke color coding design measure created to ensure deliveries and retrievals. Furthermore, the syntax used in the color coding is also a solution to the requirements.

Factors to consider would be the presence of cheap labor, without it the whole process could be too expensive for people to want use. Furthermore, factors such as reliable train routes and presence of bike repair men and bike shops must also be considered, without that the dabbawala’s would not be able to reach their destinations. Lastly, governmental changes on train infrastructure must be considered – if new train routes were added lessening traffic on individual trains then workers could bring their lunches with them to work.