

DWIT Foods System Case Study

DWIT Foods System (DFS) is an online system developed by Deerwalk services for Deerwalk Foods. Staff of Deerwalk Services and the staffs and student of Deerwalk Institute of Technology can access to Deerwalk Foods and can place order from their browsers. Through the browser, they can view their menu, order foods, review their expense reports and even serve foods whenever you are ready to eat. Staffs of Deerwalk Foods can set menus and process orders and manage the operation.

Problem Statement

Deerwalk Foods has been providing quality service and is efficient for grabbing our meal in our hectic schedule. However, there are some problems while accessing the system. Deerwalk Foods is only accessible in the Deerwalk service network or DWIT network. Due to the unstable network, sometimes it is really hard to access it. Due to it, customers cannot order their foods whenever they want to. Also, customers have to physically deposit their money in their respective account which is inconvenient for them.

Design Process

For solving the problems, I have used the design thinking method. This method provides solution-based approach to solving problems. By following the five stages of design thinking, I was able to apply methodology to my work and solve the problems in the website.

The five stages of design thinking process are:



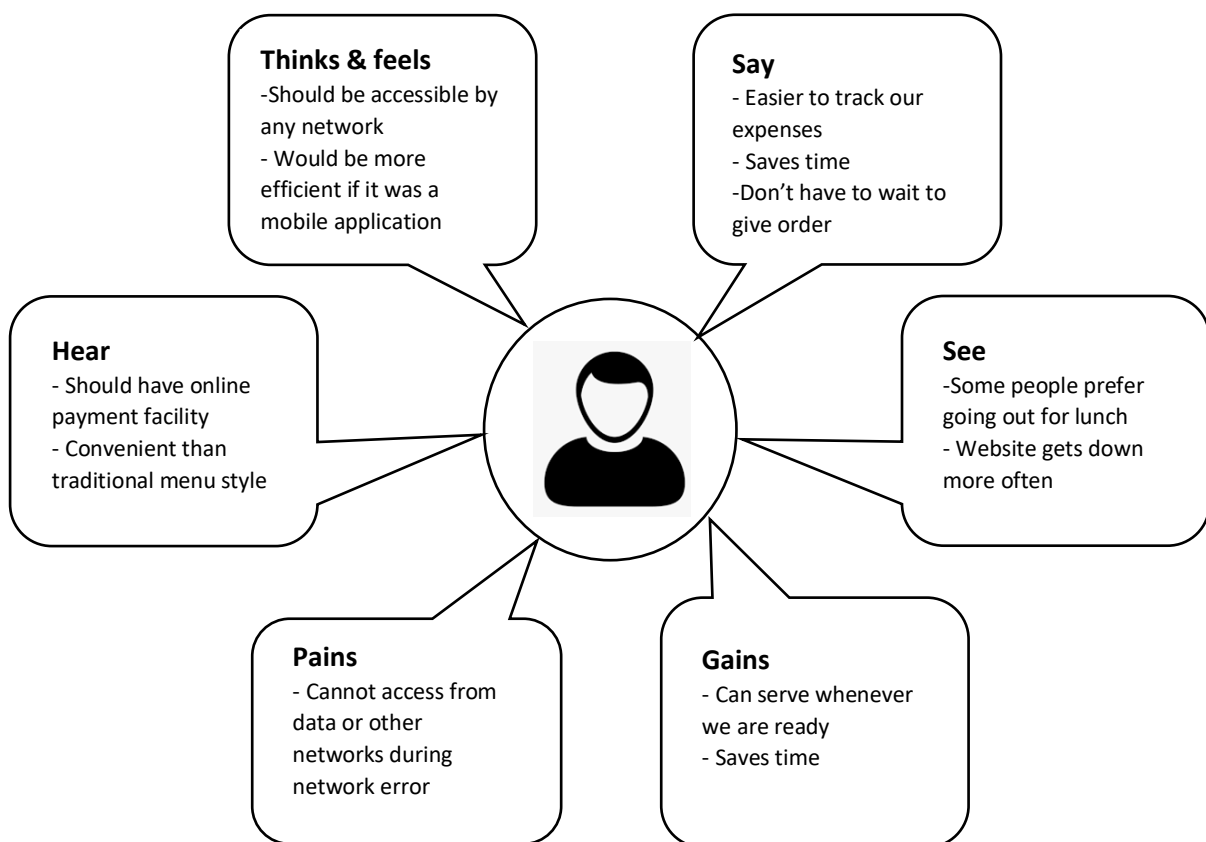
Empathize

It is really crucial to a human centered design thinking to set aside their own assumptions and gain real insight into the users and their needs. So I interviewed two students of DWIT to understand the problems and inconvenience they have been facing through this website. Some of the questions are listed below:

- How often so you use Deerwalk Foods?
- Is the website available whenever you need it?
- Could you describe your experience with Deerwalk Foods?
- How long have you been using this website?
- Do you think there should be online payments for the deposits?
- Have you faced any problems while using this system?
- What are the changes you want to see in Deerwalk Foods?

Define


After getting the idea about the users insight and their needs, I had started to understand the goal of my project and what I was aiming for. So in this phase I came up with six empathy maps. This process helped me gain user perspective and their thoughts which made me clear about the goals of this project.



Personas

From the research and after having idea about users perspective, I created a personas who represents the different user types that might use this system in a similar way. Below is the personas with his description, his needs and as well as his frustrations to the website.

Andrew Phill



About

Andrew is a first year student in deerwalk institute of technology pursuing his bachelors degree in BSc. CSIT. He has been using deerwalk food system for last one year.

Needs

- Wants to access the food system through other networks and as well mobile data
- Online digital payments for deposit of money

Age: 21
Batch: 2024
Faculty: BSc. CSIT
Year: 1st

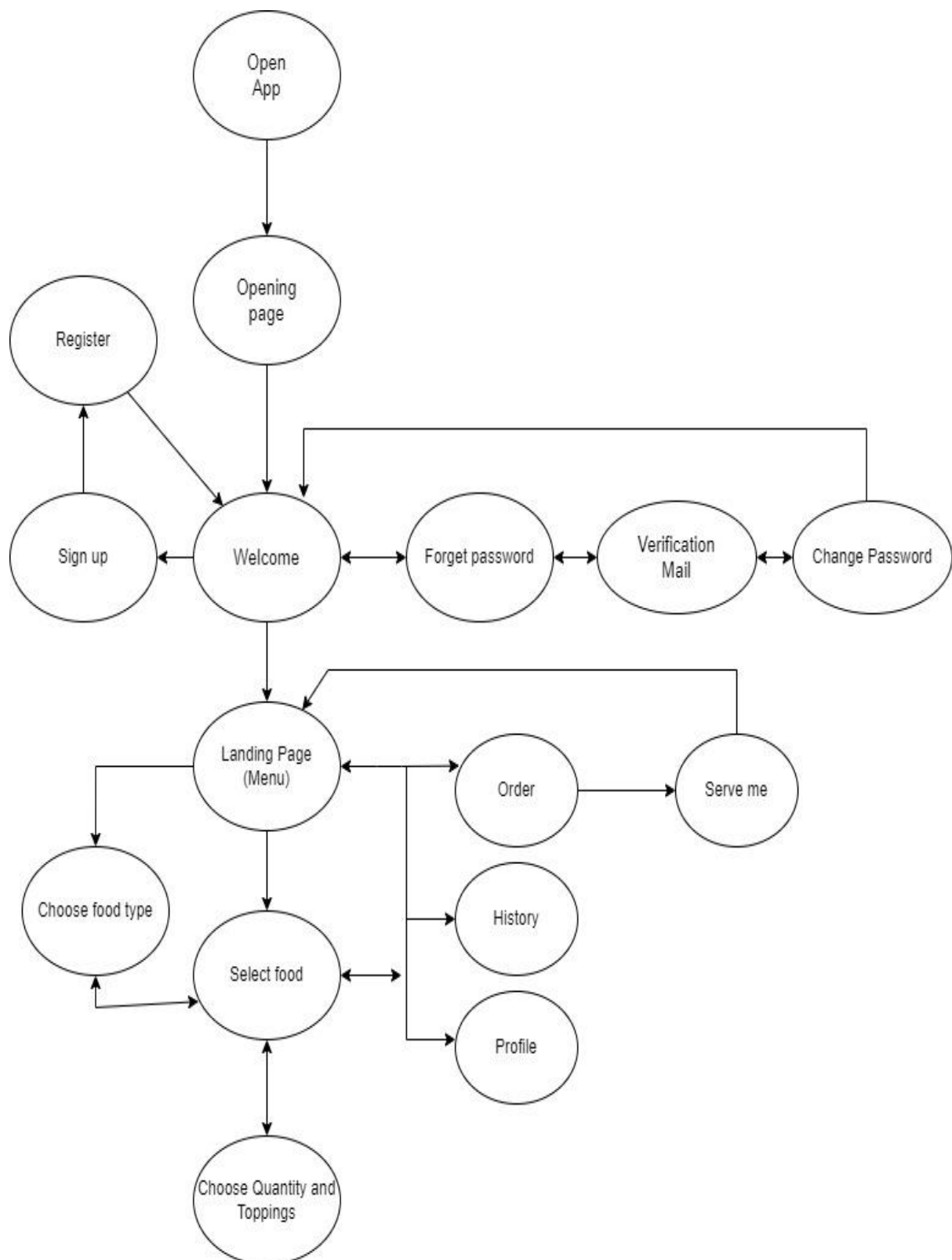
Frustrations

- Frequent technical and maintainence errors making it difficult to access the website whenever needed
- NO notifications

Ideate Phase

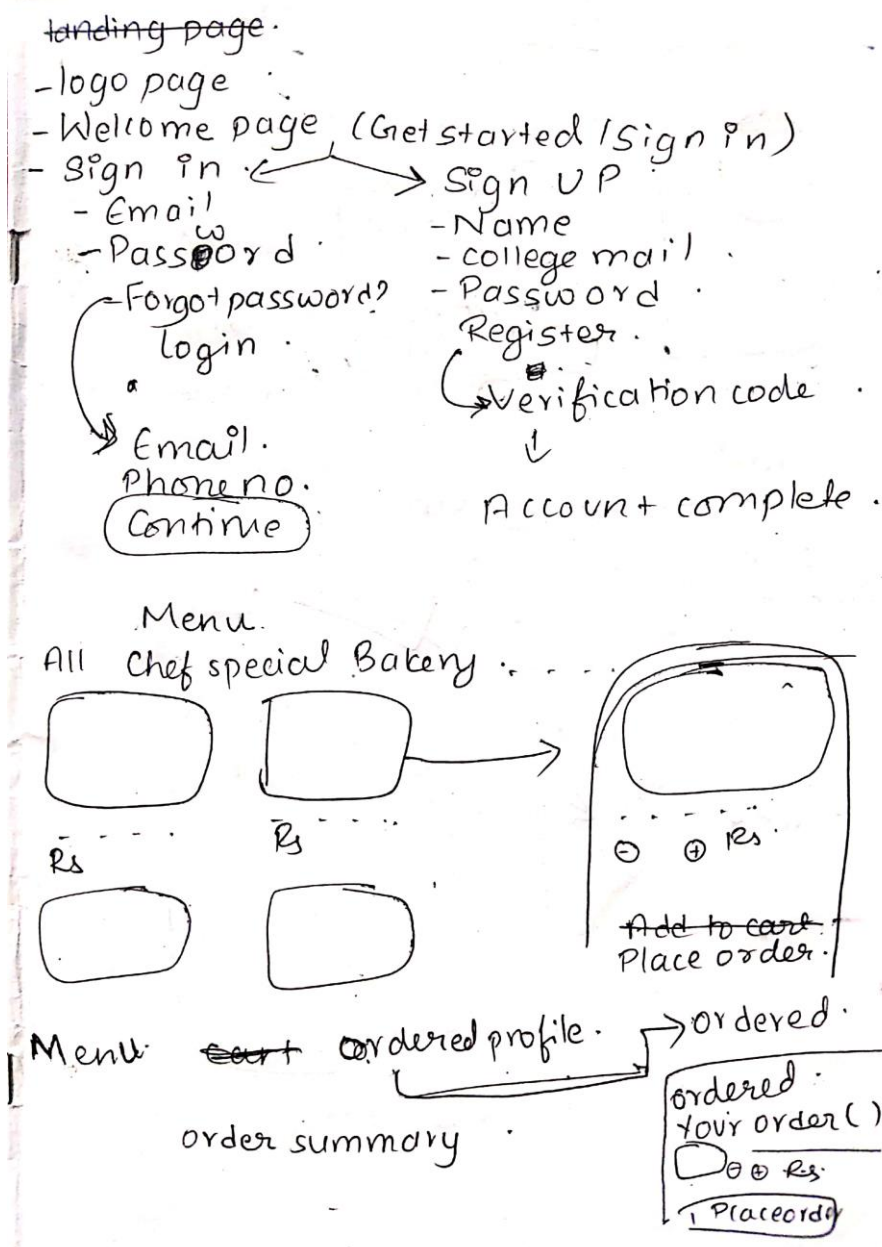
After learning about the users pain points and the important things in which I must work on, I already had ideas about what I was about to do in my application. So I created a user flow which provides general overview and flow of how the application works and how does it work.

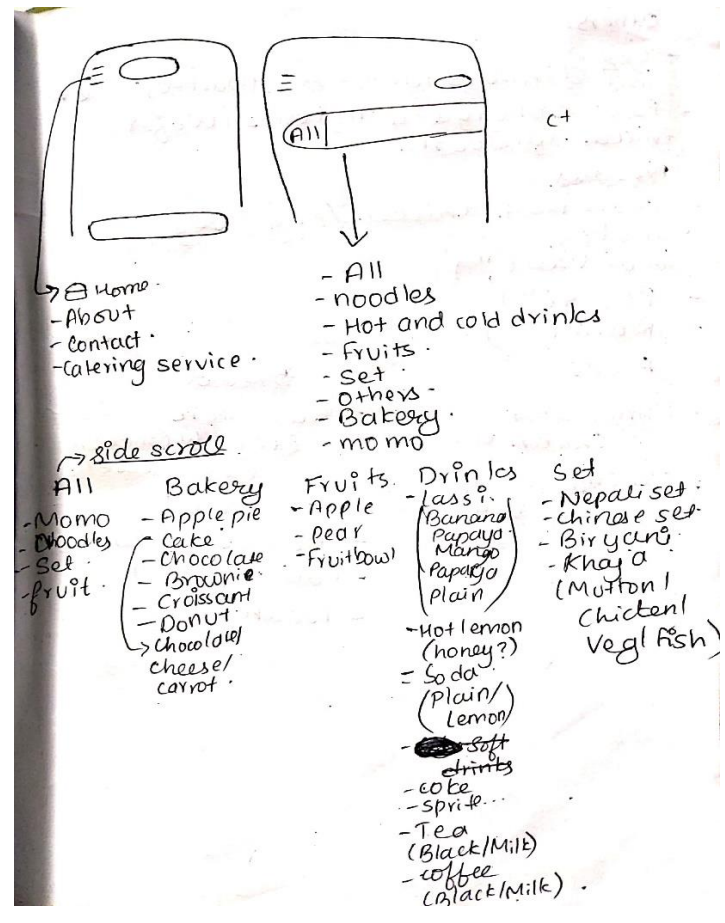
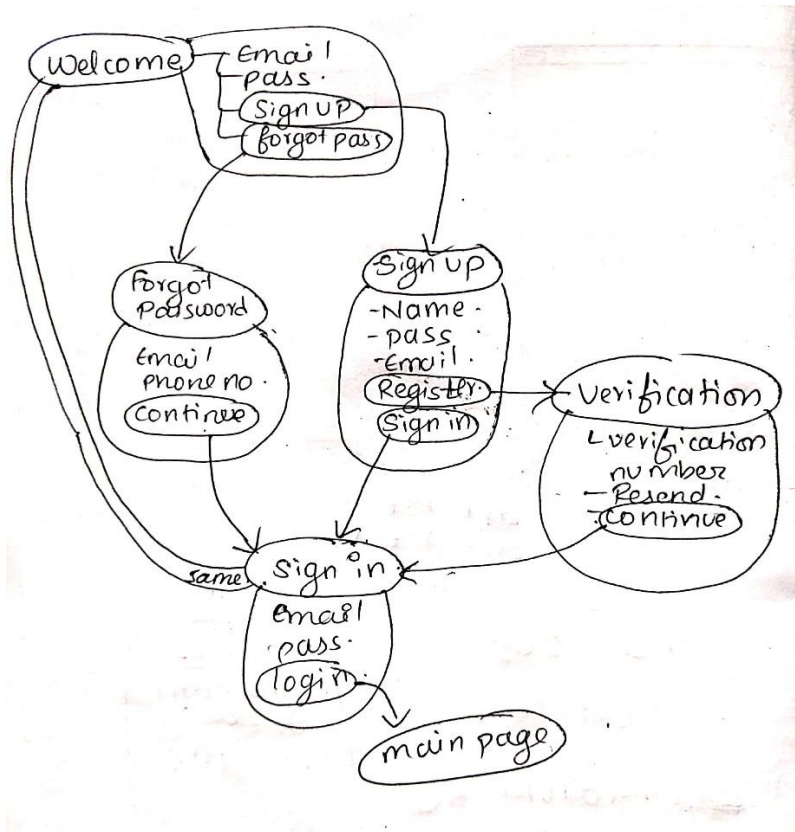
User Flow

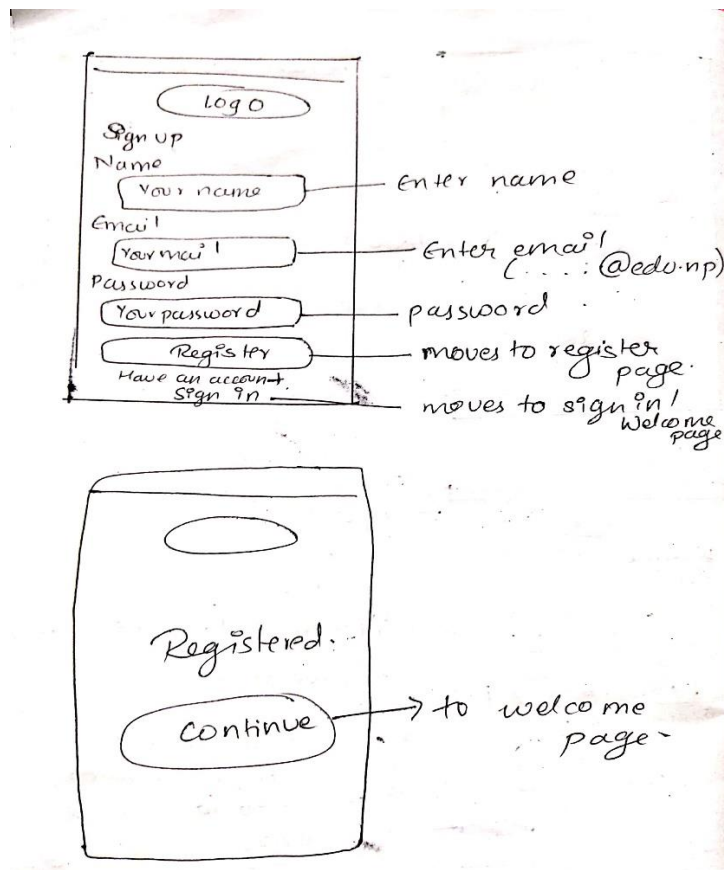
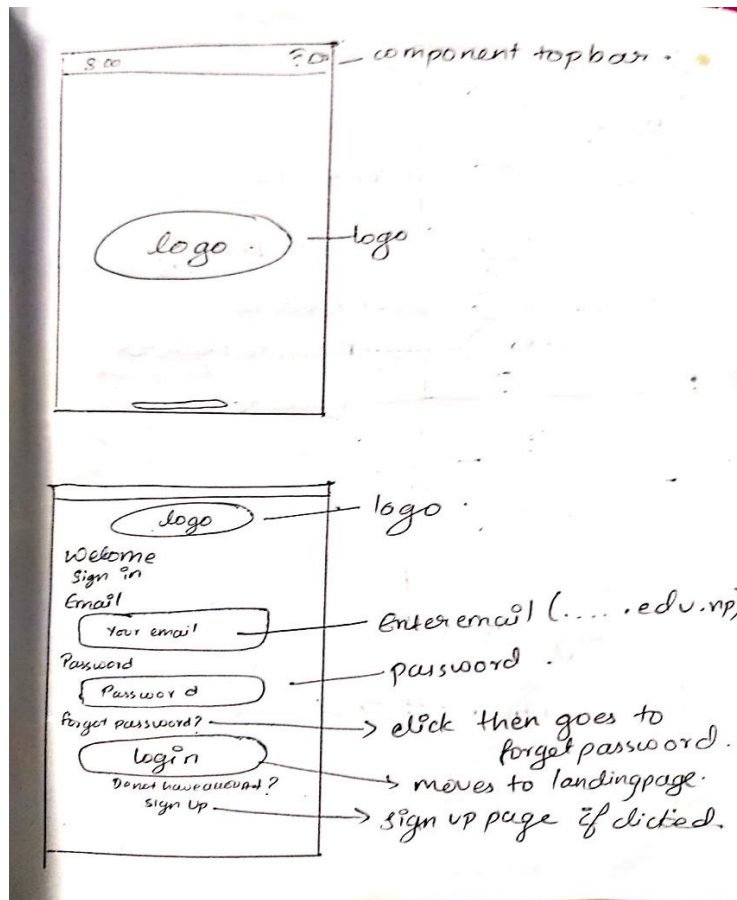


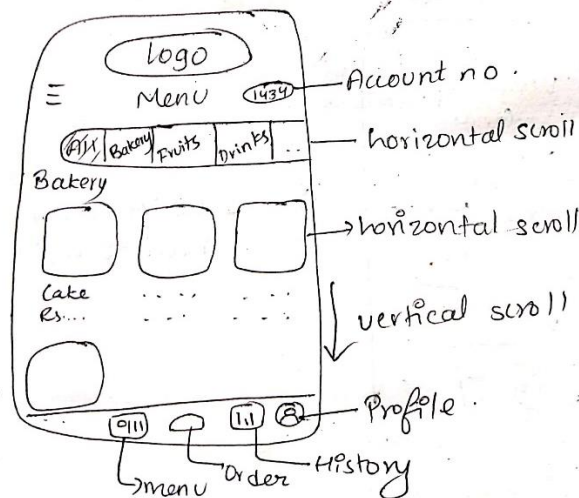
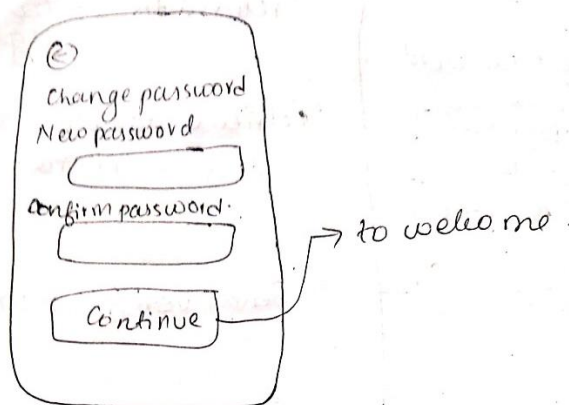
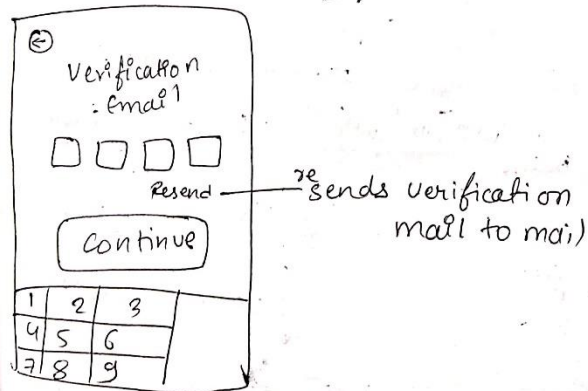
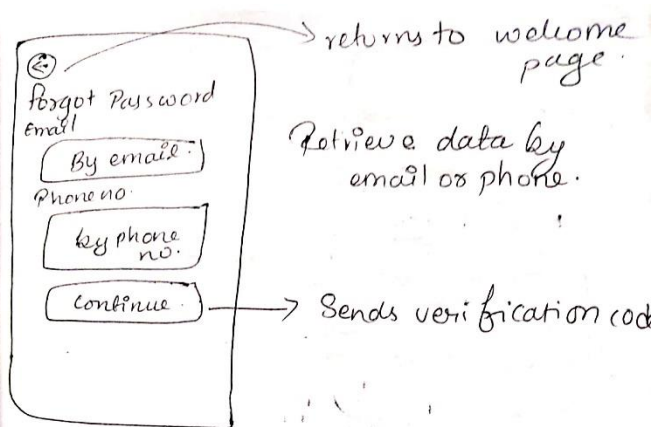
Wireframing

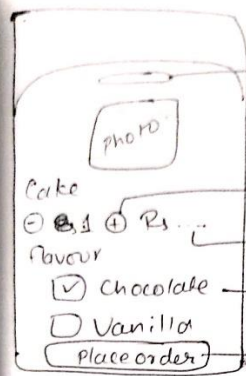
As I had idea about the user flow, I created a low fidelity wireframe which was created roughly containing functions, content, headings, topics but not detailed grids, scales, or pixels.











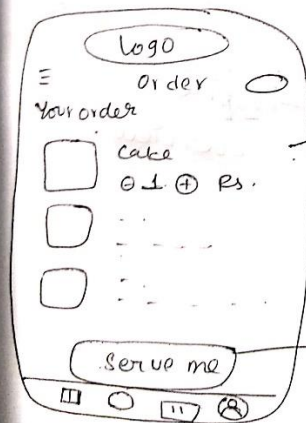
↓ drag down moves to main menu.

quantity

money/price

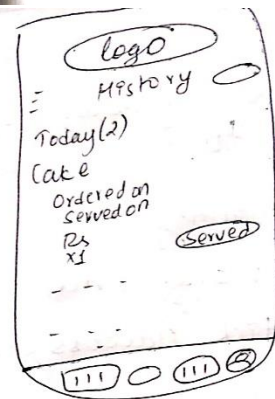
tick flavours you want

Place order

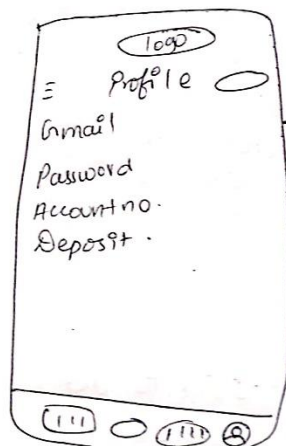


description of ordered food.

click to get served.



History detail

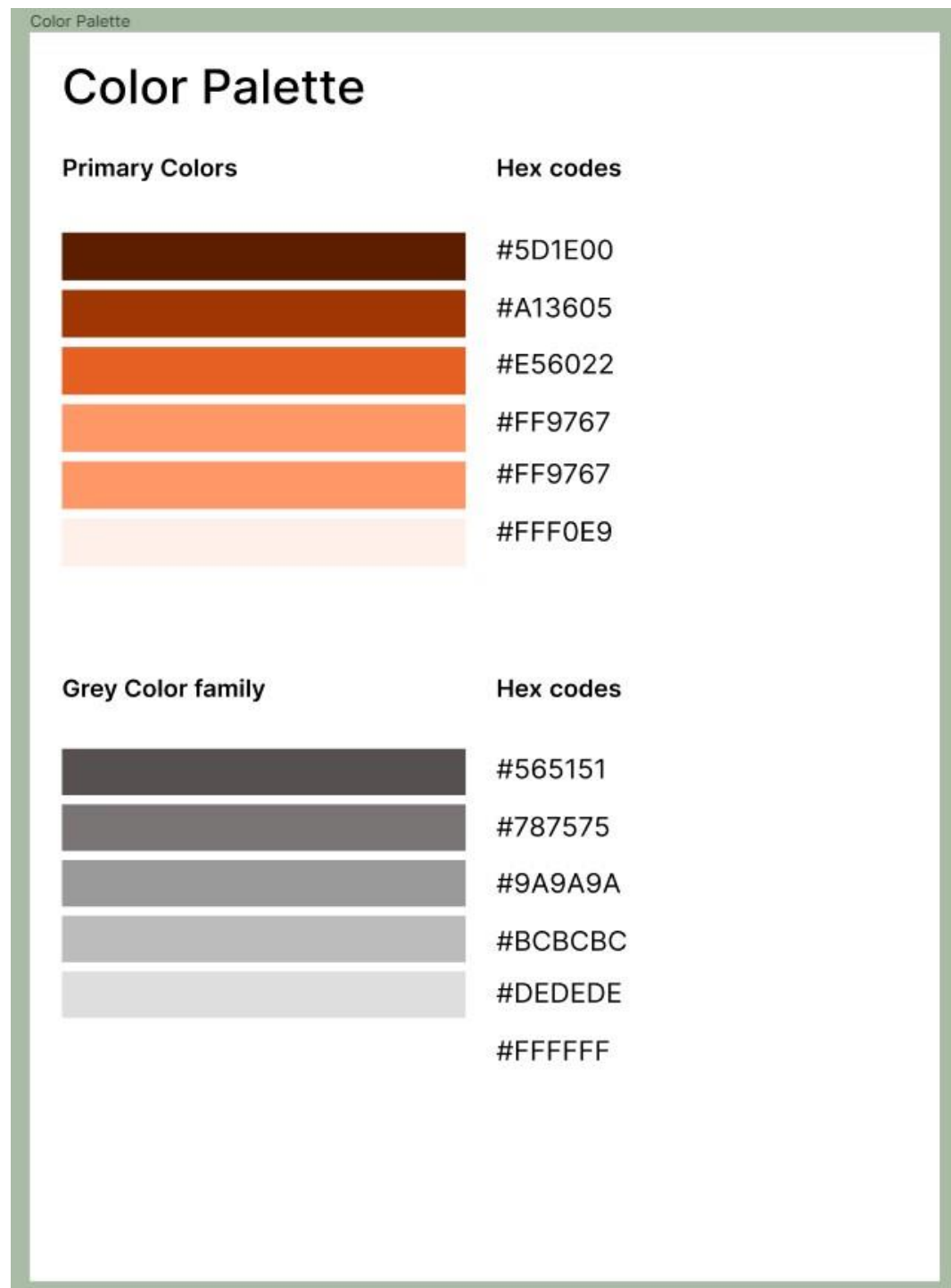


Profile overview.

Prototype

From the basic wireframing, I created a functional mockup of the application. This prototype demonstrates the mechanism of how the application functions. I designed this mockup application in Figma.

Style Guide



Typography

Aa

Inter

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Images

Logo



Bakery

Bakery



Fruits



Breads



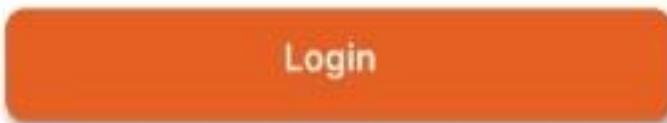
Drinks



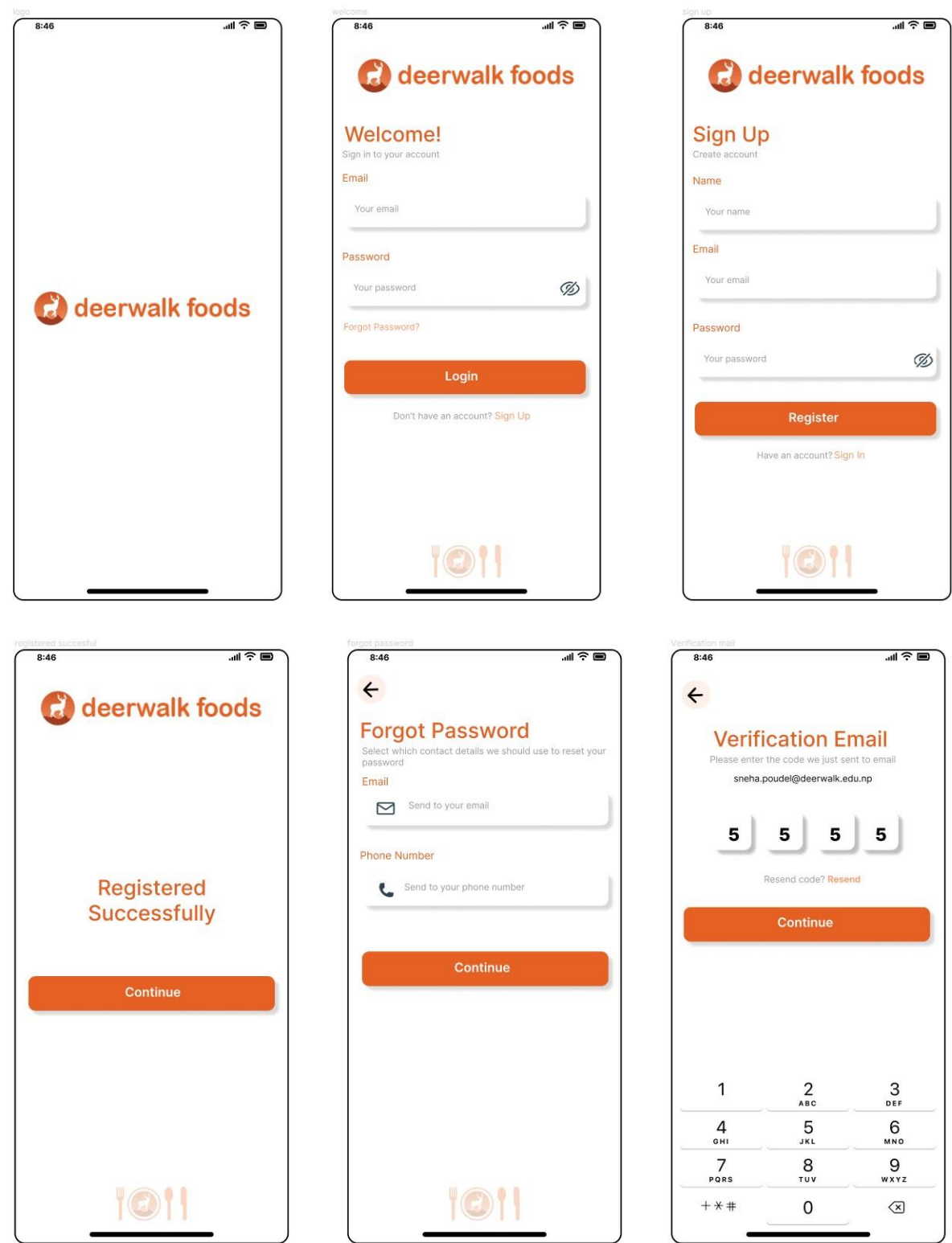
Noodles

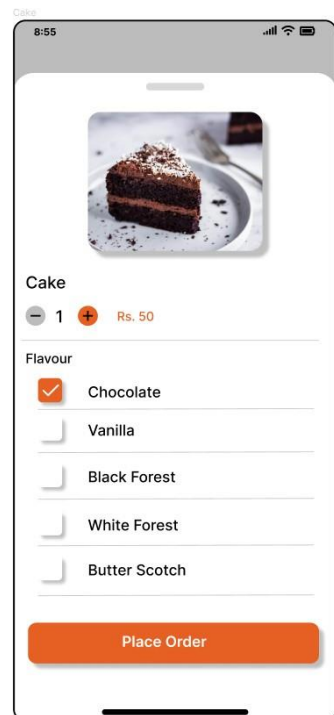
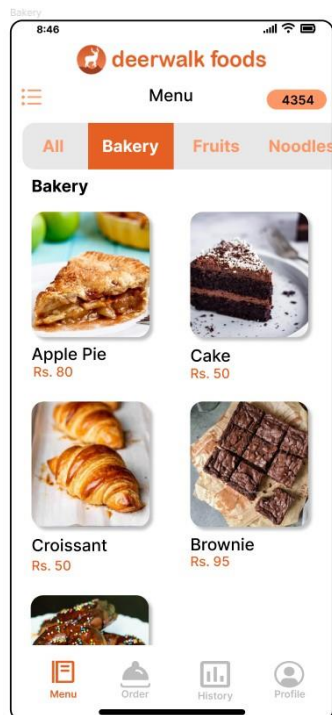
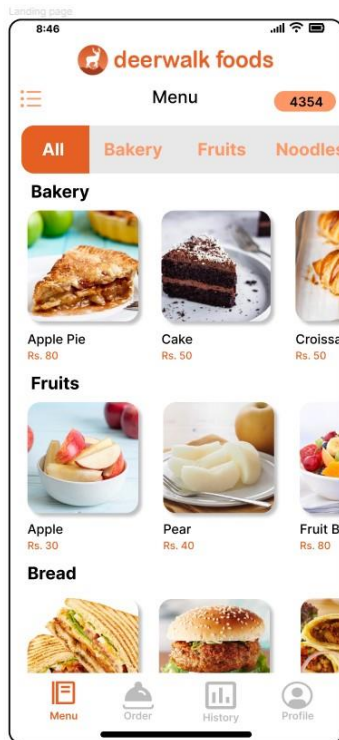
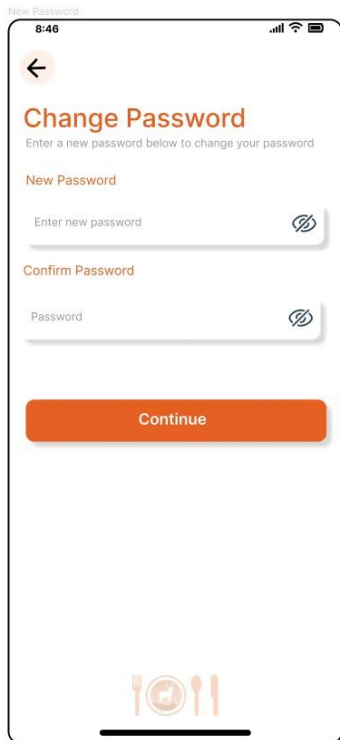


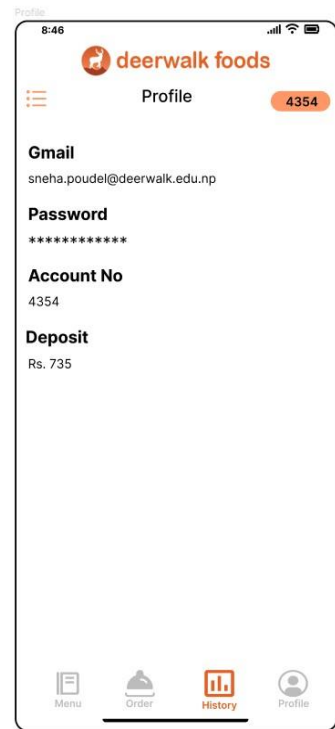
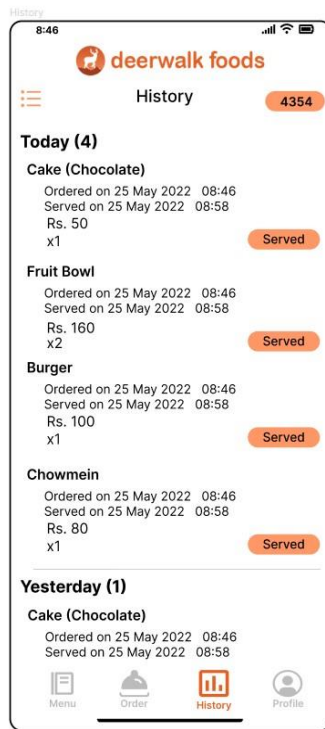
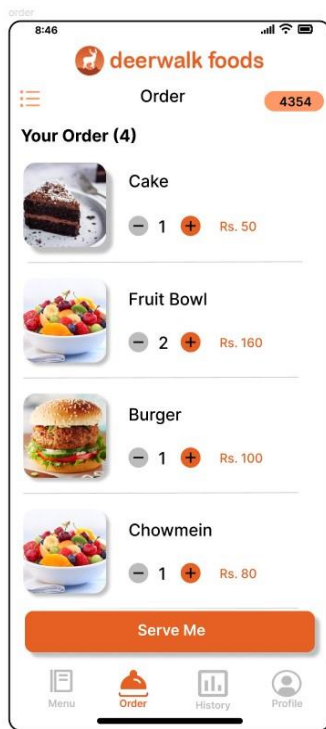
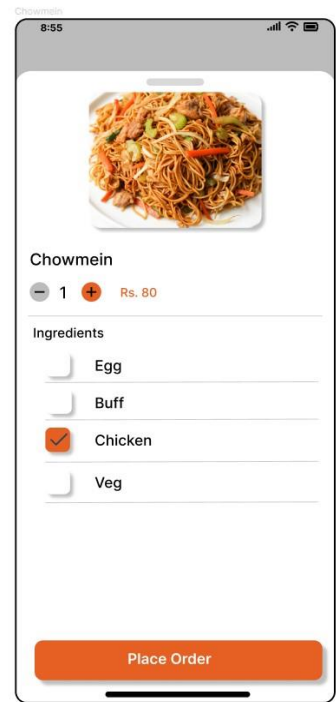
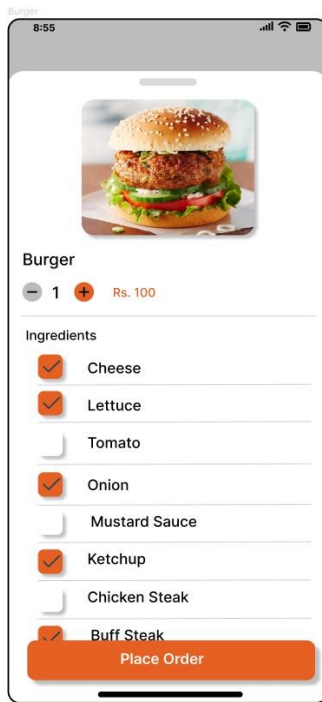
Elevations and corner radius



Design- Mockup







Test

After the prototype design, testing was done to test the complete application using the best solutions identified in the prototype. In this iterative process i.e design thinking process, there were further more problems. So, I proceeded with further iterations and make alterations to rule out alternative solutions. During this phase of testing, I observed my users as they interact with my prototype and gathered feedbacks on how user felt throughout the process.