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**Scenario:** Kevin starts his day at 8:00 AM, receiving tasks via a delivery management app. His goal is to complete deliveries efficiently, avoid delays, and maximize daily earnings. A sudden surge of orders during lunch rush hours challenges his ability to meet time-sensitive deliveries.

Goals & Expectations

- Complete all assigned deliveries on time to maintain high ratings.
- A user-friendly app to view delivery details and routes.
- Avoid negative customer feedback to sustain income.

Happy: 👍    Neutral: 😐    Unhappy: 👎

Stage1 : Morning Preparation

- Logs into the delivery app and checks assigned tasks.
- Prepares equipment: bike, delivery bags, phone with sufficient charge.
- Plans the first few routes of the day.



Are the tasks manageable today? I hope the app works smoothly and doesn't lag.

Stage2: Mid-Morning Deliveries

- Completes first deliveries in moderate traffic.
- Communicates with customers when delivery details are unclear.
- Updates task completion status on the app.

How do I manage delays caused by traffic? I hope the customer is available at the drop-off point



Stage3 : Lunch Rush

- Handles high volumes of orders during peak hours.
- Prioritizes time-sensitive deliveries.
- Balances new incoming tasks with existing assignments.



"How can I manage so many deliveries at once? I need to find a quicker route to save time."



"Am I meeting my daily targets"



"How well did I perform today?"

Opportunities

- Provide pre-scheduled task assignments for better planning.
- Include detailed delivery instructions and customer notes in the app.
- Integrate real-time traffic and navigation tools.
- Allow automated customer reminders for delivery status.
- Implement a workload balancing feature to avoid overloading riders.
- Reward riders with small bonuses for completing urgent tasks.
- Provide an on-call support system for customer disputes.
- Add performance analytics to help riders track improvement.