Problem Statement: Delivery Man

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How might we equip delivery men with tools to streamline route navigation, resolve customer complaints efficiently, and ensure fair task allocation while minimizing stress and burnout?

Key Performance Indicators (KPIs)

1. Improved Delivery Time Accuracy: Track the percentage improvement in adhering to estimated delivery times.
2. Reduced Complaint Resolution Time: Measure the average time taken to address and resolve customer complaints.
3. Delivery Men Satisfaction Rate: Assess delivery men's satisfaction using periodic surveys, targeting a satisfaction rate of 85% or higher.

Key Learnings

- Delivery men experience stress due to poor route allocation and limited real-time updates, often leading to inefficiencies.
- High-pressure scenarios with unrealistic estimated delivery times contribute to dissatisfaction and fatigue.
- Delivery men desire tools for better communication with managers and customers to address complaints and clarify instructions.
- A fair and transparent task allocation system is critical to maintaining motivation and reducing disputes.