# Analyzing Go-Clean Service based on DART Model

* **Risk & Return:**

During the process of operating Go-Clean service, our team are going to define many cases of risk and recovery methods to guarantee all rights of customer:

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| --- | --- | --- | --- | --- |
| **Category** | **Examples of Risk** | **Risk effective** | **Risk Probability** | **Risk Mitigation Methods** |
| Technology | Loss of database server | High | Low | -Backup file on server weekly.  -Recover data |
| Application has stopped working or errors. | High | Low | -Call hotline to take helps immediately. |
| Security | Lost account password | Medium | Medium | -Send email or SMS to service to reset password |
| Policy & Legal | -Leak information of customer | High | Low | -Compensate for client base on level of damaged |
| -Payment process take more money than usual | High | Low | -Contact the service to refund the money |
| Personal& Infrastructure | -The helper steal asset from customer | High | Low | -Each employee must sign the constraint about ethical job.  -Compensate for client base on level of value of stolen items. |
| -Fraud and sale out the asset of company | Medium | Low | -Employee will be fired and arrested depend on level of loss. |
| -Broken cleaning tools. | Low | Low | -Employee must assure conditions of cleaning tools are good before doing.  -Compensate for company if broken tools. |
| -Employee do personal contract with customer. Do not pay for Go-Clean | High | Low | -Employee must sign a contract that obligate employee compensates for break the contract. |
| -Employee break the contract with clients. | High | Low | -Other helper will be assigned to help client with company’s apology and compensation gifts. |

**Risk assessment of Go-Clean Service**

**The main benefits of Go-Clean Services:**

* According to frame work of Go-Clean Service at Indonesia. Based on the market and the needs in Vietnam, our company client decide to operate 3 type of cleaning services:
* Help by time: with two options: [https:/www.jupviec.vn/giup-viec-theo-gio](https://www.jupviec.vn/giup-viec-theo-gio)
* 1,722,000 VND / month

3.5 hours / session x 12 sessions / month.

* 3,108,000 VND / month

3.5 hours / session x 24 sessions / month

* Advantages:

- No cost for accommodation, travel, Tet bonus for maids. Savings on average 3 million / month

-Does not affect family life

-The baby is not affected by the voice, the habit of the maid

-Not dependent on a single maid.

* Help from the morning to evening: with two options:
* VND 5,800,000 / month

Contract> 3 months

* VND 6,000,000 / month

Contract ≤ 3 months

* Advantages:

- Assist in the time frame required by customers.

-The maid full of records, good personalities.

-Recruited by Go-Clean, management, training.

-Does not affect family life.

-Save time, save money.

* Industrial hygiene after construction:
* Advantages:

- Workers are trained cleaning skills according to foreign standards

-Use genuine imported cleaning chemicals, no health effects, no damage to furniture

-Warranty of all services. Insurance in case of damage to furniture

* **Transparency:**

-With clients, our company always provide trusted information about helpers. Each client joining in our system can review the feedbacks and profile of any helper. Feedback system always provide trusted ranking from client not from bot.

-With employee, our company provide professional cleaning tools that help their work smoothly. Employee also receive benefits without monthly salary such as: bonus base on feedback ranking system, travel…

-Each interaction process always assures the present of three sides: sign contract, rules. The constraints of employee and company must be clear information to client and reversed.