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| **Customer processes** | **Goals in life**   * Full time jobs * Part time jobs * Social interaction * Works have Insurance | **Training plans**   * Learn about how to communicate with consumers * Learn about cleaning process * Learn about problem solving when servicing * Obtains tools for servicing | **Tinker matching systems**   * Balance the schedule for partners. * Give equality for all users * Improve distant between partners and work places * Full time/Part time option | **Co-create policy**   * Working contract * Working insurance * Keep partners benefits |
| **Encounters** | * Advertisement | * Face-to-face classrooms. * Training documents. * Direct mails * Tests * Feedback forms | * Feedback forms * Face-to-face meeting * Petition forms * Data collected from apps | * Feedback forms * Face-to-face meeting |
| **Supplier processes** | **Supports of GO\_VIET**   * Support the missions of partners that want to earn livings through house works. * Improving brand recognition * Attractive marketing communication | **Training support**   * Trains partners about communication * Trains partners about Term of Service, policies * Trains about cleaning process and self-validate the result * Trains about using how to use tools * Trains about solving typical problems | **Improve matching systems**   * Analyze data collected * Tinker the matching system. | **Policy support**   * Follow the policy * Help to improve policy |

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| **Customer processes** | **Goals in life**   * Need some house works helpers that trustworthy at a reasonable price * Save time | **Features**   * Pay by cash or credit cards * Good feedbacks system * Good rating systems * Good range of options for selected * See details of payments * Specific schedule * Security * Services be done right | **Improvement**   * Expands more payments methods * Keep the quality of service stable * Payments plan * Loyal customers plan | **Co-create policy**   * Users contract * Service insurance * Term of services |
| **Encounters** | * Advertisement | * Face-to-face * Direct mails * Feedback forms * Market research | * Feedback forms * Face-to-face meeting * Petition forms * Data collected from apps | * Feedback forms * Face-to-face meeting |
| **Supplier processes** | **Supports of GO\_VIET**   * Support the missions of consumers that want to solve house works problems. * Improving brand recognition * Attractive marketing communication | **Training support**   * Provide the consumer’s needs in the app * Track working process to ensure service delivery the right way * Solve the data collected | **Improve matching systems**   * Analyze data collected * Counteract with the requirements from customers | **Policy support**   * Follow the policy * Help to improve policy |