

Beyond Food Delivery

Managing Product Development

Product Manager: Patricia Paulo



References



Doordash Navi
PRD



[Doordash Navi
Prototype](#)

Test Plan

Create a test plan to validate everything is built to spec and working correctly

Test Cases: Functional Requirements

Feature	Steps	Expected Behavior	Priority
Remote Navigation	1.user signs-in. 2.User clicks on the " Navigate " button from the bottom navigation bar.	The app access the camera of the robot and shows it to the user to remotely navigate the robot.	P0
Remote Navigation	1.user signs in. 2.user receives a notification there's an obstruction. 3.user clicks re-route	The app access the camera of the robot and shows it to the user to remotely navigate the robot.	P0
GPS (Fleet Manager)	1.user signs in. 2.user clicks the " GPS " button at the bottom navigation bar.	The app access a map and shows the live pin locations of each robot that are currently active.	P0
Delivery Status	1.user signs in 2.user can see this on the home page under "ongoing deliveries" when they click the order.	App shows the current status of the delivery.	P0
Delivery Status	1.user signs in 2.user clicks the order under the "ongoing deliveries".	Apps open a new page with more information about the order and show the live progress of the delivery with a map.	P1

Test Cases: Non-functional Requirements

Requirement	Steps to reproduce	Priority
Alert notification should be sent to the operator within 30 seconds after the robot recognizes an obstruction.	robot recognizes an obstruction.	P0
The map should load the satellite view. instantly.	When a customer clicks the " GPS " button.	P1
cameras should be on 60fps for a more realistic navigation experience.	When customer clicks " Navigate "	P2

Dogfood Survey

Create a dogfood survey to get insight from real world usage

Dogfood Survey



[Link your survey.](#)

Prioritize

Issues come up. Keep the team focused on the things that matter the most

Fire Drills

Scenario	Who		Key Messages
QA finished testing and reported that 3 test cases failed	QA Team, Tech lead and engineers	Docs	3 Test cases failed <ul style="list-style-type: none"> comprehensive info to give context What went wrong? How can we fix it? next steps...& people in charge
An engineer is ready to start working on the next feature, but doesn't have the mocks for it	UX lead	Ping	Hi I just want to follow up on the mocks for the next feature. Don't forget to add it to the document .
Support flagged that many users are unable to sign in to their accounts	Support lead, tech lead, engineers	Meeting	Urgent! Users are unable to sign in to their accounts. <ul style="list-style-type: none"> cause solution - next steps - timeline - people in charge instruction to support while the issue is not yet addressed.
Dogfood survey results are in and dogfooders are not excited about recommending the product	UX researcher, product team, leadership team, tech lead, UX lead	Doc	Dogfooders are not excited to recommend the product <ul style="list-style-type: none"> result analysis what can we do? • next steps.. & people in charged
Legal informed you about a new law going into effect that will require you to add new privacy controls before you can launch	Lawyer, Leadership Team, Product team, Tech lead, Engineers, QA Team	Email	Subj: Action Required! New law going into effect, new privacy controls will be required before launch.
A new PM just joined your team and is interested in learning about your work	Product team	Ping	I will be adding the new PM to the Product channel & post: "Hi @team, we have a new member. Welcome @name. Pls, feel free to post your questions in the channel. Your team is here to help you. :) "

Prioritize

Scenario	Priority Ranked	Rationale
QA finished testing and reported that 3 test cases failed	4	we must address it quickly in order to stick to the timeline of the launch..
An engineer is ready to start working on the next feature, but doesn't have the mocks for it	5	the impact is not too big on the users/business.
Support flagged that many users are unable to sign in to their accounts	1	Because it blocks multiple users.
Dogfood survey results are in and dogfooders are not excited about recommending the product	2	Because it's important to iterate on the product that we launched and make sure that it's working well. before launching a new one and add more on our load.
Legal informed you about a new law going into effect that will require you to add new privacy controls before you can launch	3	Because we cannot launch without adding new privacy controls because it can harm the business reputation legally. although the launch can be postponed should the time is not enough since this is an unforeseen requirement.
A new PM just joined your team and is interested in learning about your work	6	Doesn't impact the product's functionality or user-experience significantly

Go No Go

Run a go / no go meeting to decide if the product is ready to launch, and communicate out any risks and mitigations in place



DOORDASH NAVI

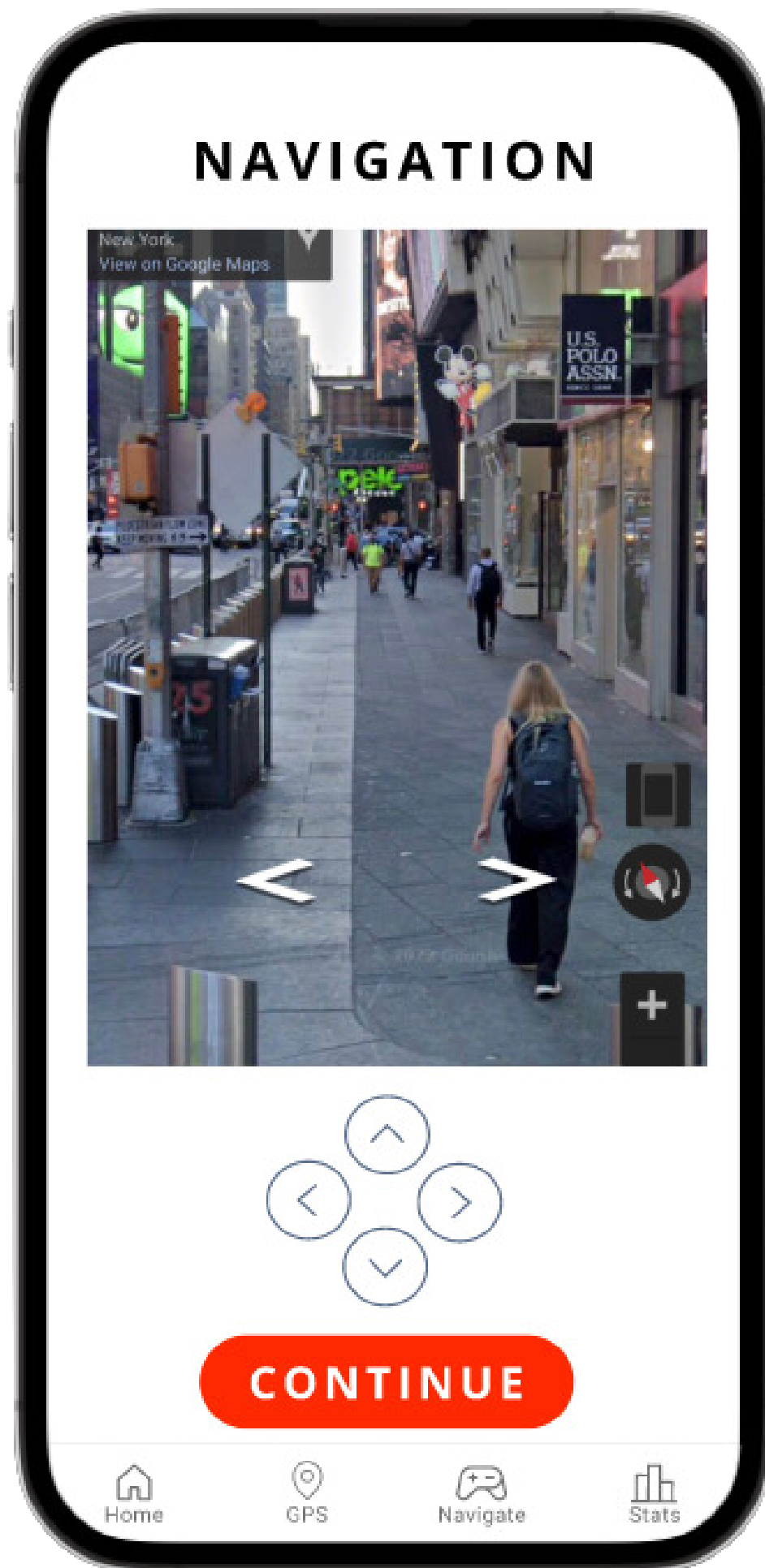
This app enables operators to navigate & track deliveries for self-driving robots with ease & precision. Our app offers real-time visibility into every step of the delivery process, transforming logistics & shaping the future of delivery tracking.

Key Features:

- Remote Navigation
- Delivery Status
- GPS (track fleet)

Remote Navigation

Ready to Launch



Testing:

- All test cases passed

Dogfood:

- Positive feedback from dog fooders.

Production Readiness:

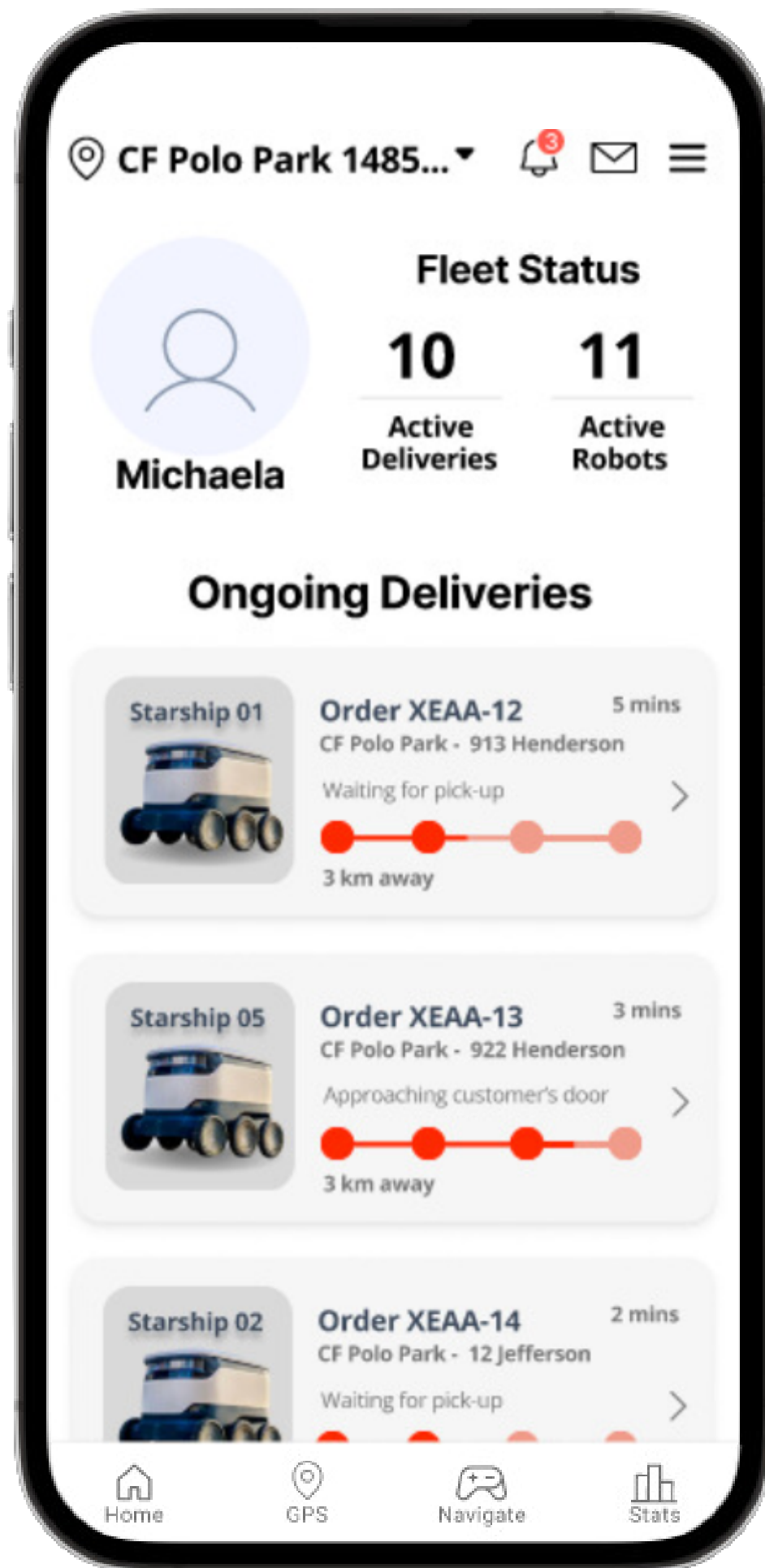
- Responsiveness of the navigating remote.

Open Issues / Risk:

- **Risk:** If the robot encounters a malfunction with the camera - we might not be able to help reroute the robot.

Mitigations:

- maintenance and continuous check-ups with Starship.



Delivery Status

Some Risk

Testing:

- All test cases passed

Dogfood:

- A third of dog feeders ran into issues
- there was a 2-minute delay when they received a notification that their order is approaching their door.

Production Readiness:

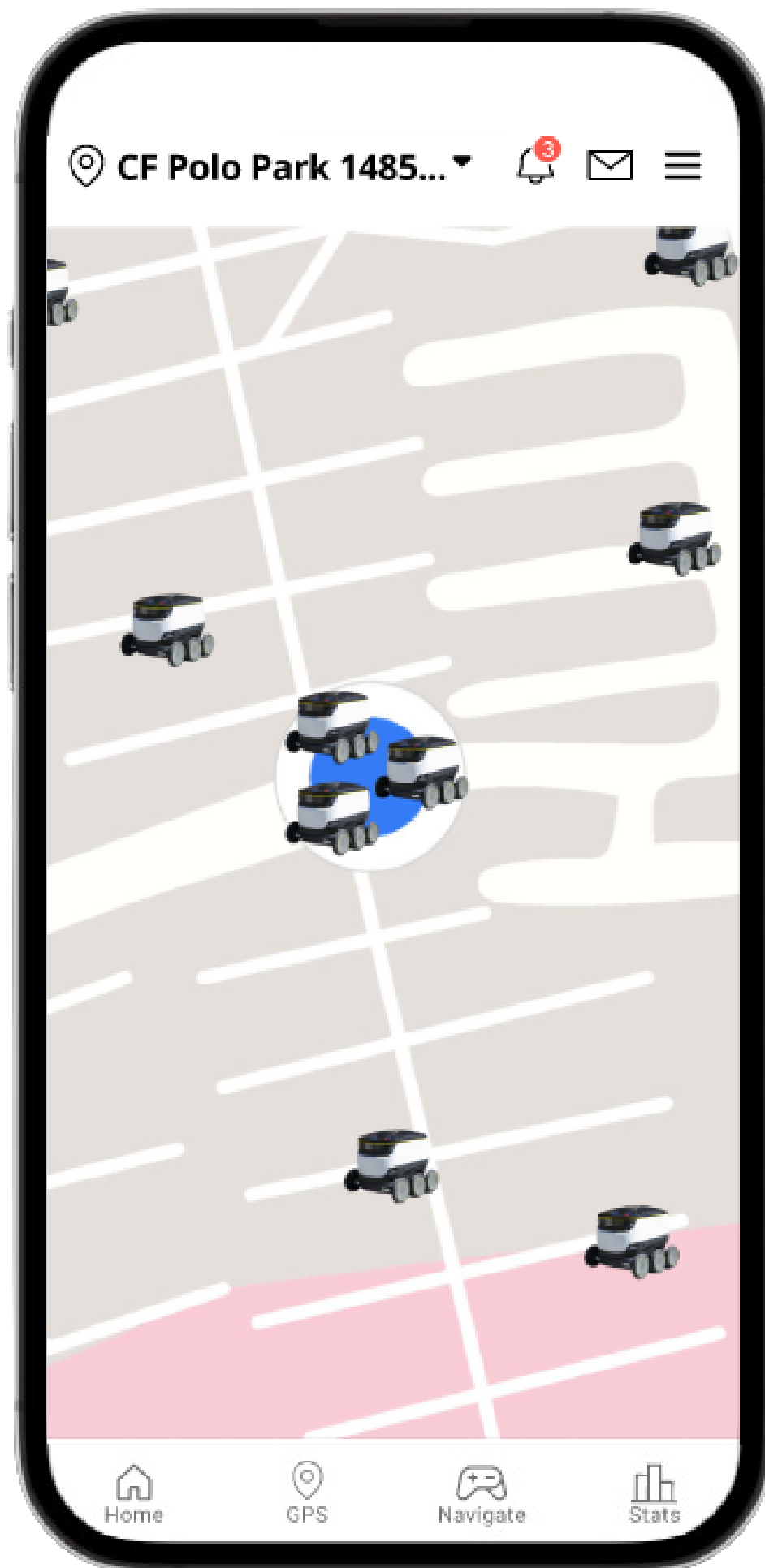
- Accuracy of the GPS

Open Issues / Risk:

- **Risk:** This could slow down orders and mess up the queue and the efficiency of the delivery assignments.

Mitigations:

We can also trigger a message to be sent to the customer that their order has arrived that way if they are not connected to data they can still be notified.



GPS (track fleet)

At Risk

Testing:

- One test case failed: the maps took 10s to load.

Dogfood:

- Dogfooders ran into issues related to the failed test case above

Production Readiness:

- How quickly does the map load?

Open Issues / Risk:

- **Risk:** It may feel like the app is broken or frozen.

Mitigations:

- Fix the feature and then launch

RECOMMENDATION



Launch

RATIONALE

- These are smart robots so even with minimal features on our tool, as per our requirements vetting with Starship -- they should be able to operate on their own. (most of the time)
- But since these smart robots will be operating under our standards, we have to make sure the quality and efficiency of their service. During the soft launch, the most important features that we need for the MVP are:
 - **Delivery Status** - so we can track the lifecycle of every order and how to improve it.
 - **Remotely navigate** - to help robots should there be any obstruction. (which is integral in the early stage of our robots)
- In terms, of the GPS - for tracking/seeing all the fleets on the map altogether, it is a nice feature as it makes it convenient for operators should there be a need to check it all at once. But nonetheless, a 10 seconds delay or not having it at all doesn't really have any impact on the efficiency of how they operate.



Invitation: Go / No Go Launch Meeting

To:

- leadership team
- Tech lead
- UX Lead
- QA Team
- Product Team
- marketing lead
- all other stakeholders

Message:

Subject: Go/No-Go Meeting for Doordash Navi Launch!

Dear Team,

I am thrilled to invite you to our Go/No-Go Meeting for the launch of Doordash Navi. It's finally time to make the critical decision on whether to proceed or not.

Overall our recommendation is to launch on May 19, 2023, as originally planned.

Here's what you need to know:

- Remote Navigation - Ready to launch
 - Risk: If the robot encounters a malfunction with the camera - we might not be able to help reroute the robot.
- Delivery Status - Some Risk
 - Risk: This could slow down orders and mess up the queue and the efficiency of the delivery assignments.
- GPS (track fleet) - At Risk
 - Risk: May feel like the app is broken or frozen. (poor user experience)

Pls, read this doc before the meeting, and check the agenda in your calendar invite.

Best regards,
Product Manager
Trish Pau



Responding to Feedback

Your director:

This all looks really promising! Can we launch two weeks earlier than originally planned?

Your response:

- We're glad you liked it!
- I cannot give you an answer yet, as I will have to make sure that all stakeholders can accommodate to prepare all the requirements needed 2 weeks prior to the launch date.
- But I can get back to you [insert date & time] to confirm whether or not we can launch 2 weeks earlier, stick to the original date, or a new earlier date.
- Is there any reason why you want to launch 2 weeks earlier?

Thank you

Product Owner: Patricia Paulo

