

2 The Problem #2: Doing a laundry

Doing a laundry just seems to be easy – beside throwing clothes in the washing machine, we have to segregate them because of colors before it, then dry and lay in the wardrobe.

2.1 Interview Questions

1. How often do you do your laundry?
2. Do you segregate clothes before laundry?
3. Where do you do your laundry?
4. Which part of doing laundry takes you the most time?
5. What is the most problematic part for you in doing laundry?
6. Do you use electric or traditional dryer?

2.2 Observation procedure

In observation, we observed users (those in Germany) whole procedure of making laundry – from putting clothes into washing machine until putting them on a dryer. Due to the time constraints, we obtained information about segregating clothes after drying from interviews only. Also those interviewees that don't live in Aachen were interviewed using online messenger.

We asked 5 people (3 from Aachen and surroundings) and their answers were similar, so we decided to insert below informations about 3 users living in a 3 different countries.

2.3 Details of observation and interviews

- 1st user
 - Information about the user:
age 22, male, Erasmus student in Aachen, single, living in a shared flat with 1 other person
 - Answers summed up:
 1. Once per ca. 1.5 week.
 2. No.
 3. In a laundry room in the basement of a building.
 4. Segregation of clothes after drying and drying. Although time required for drying on a traditional dryer is not problematic, because during that time user can do other things.
 5. Deciding on amount of powder that should be inserted into washing machine before washing.
 6. Traditional.
- 2nd user
 - Information about the user:
age 20, female, Erasmus student in Paris, in relationship, living in a student dorm in Paris with 1 other person in studio
 - Answers summed up:
 1. Once per week.
 2. No.
 3. In a laundry room in the basement of dorm.

4. Walking into laundry room as the dorm is high building. It's especially time consuming when a lift is broken. The other time-consuming part is a segregation of clothes and putting them into a wardrobe.
 5. The user answered that unless lift isn't broken, there is nothing problematic in a process of laundry.
 6. Electric
- 3rd user
 - Information about the user:
 - age 21, male, computer science student in Gdańsk, single, living in a shared flat with 3 other people
 - Answers summed up:
 1. Once per 2 weeks.
 2. Yes.
 3. In a flat.
 4. Segregation of clothes after they are dried up. In fact, interviewee admitted to waiting sometimes for few days until he does it, because the vision of wasting time on it is daunting for him.
 5. To motivate himself to spend time on segregating clothes after drying.
 6. Traditional.

2.4 Problem Statement

The most problematic part is segregation of clothes after doing laundry. All of our interviewees find it very annoying, daunting and time-consuming.