

Submitted by Group 18

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DIS1 WS 19/20 - Project Milestone I
Problem Definition

1 The Problem #1: Shopping for Kitchen

Organizing a healthy diet via cooking at home is a chore in and out of itself with all its needs such as keeping refrigerator organized, keeping track of the best before dates, and coming up with recipes that can be achievable with what is already in hand.

In order to see what our user group experience, we hold user interviews to observe them. Before starting, they were informed about the nature of the questions and that they have to answer as their heart desires. Also their permission is asked to use the information provided by them in this assignments. The questions that we are provided are asked on one-on-one interviews that are held in isolation, two in their kitchen, three in other places. While asking questions, no leads or hints has been provided, and when asked, they were replied with the statement that they can answer as they desire, as long as they respect the question body.

Also, the some of the sources that have been read:

- <http://blog.chefsplate.com/10-common-cooking-problems/>
more of a compilation of cooking problems (yet seen to be correlated with interviewee #3 on missing ingredients)
- <https://www.helpguide.org/articles/healthy-eating/cooking-at-home.htm>
guide on cooking at home, with stated common obstacles

1.1 Interview Questions

- How do you describe yourself in the kitchen? More like a cook or an eater, basically?
- How much time do you spend in the kitchen?
- All the time that you spend in the kitchen, and imagining yourself in your kitchen, what chores do you remember you are doing?
- Which ones of those chores you find boring? (also, please state the ones you find enjoyable). And why?
- Among those, which dreads you the most? And why?

1.2 Answers from the Interviewees

- interviewee #1
 - Information about the interviewer:
age 27, Caucasian female, student in RWTH in Data Science M.Sc., married, living in a household of two with her husband
 - Answers summed up from the interviewee:
 1. More of a cook, can be considered as fifty-fifty with the husband

2. at least once in a day, more likely twice including the breakfast, total of around 2 hours
3. thinking about what to cook in order not to fall into the cycle of eating the same things over a long time (similar with husband), playing the guessing game to see what 'we' can cook with the husband, work-distribution (stated they own a dishwasher), cutting the ingredients in shape, actually cooking the food
4. not finding any of the chores in the kitchen boring (other than some dishes that has to be hand-washed)
5. thinking what to cook, although not dreading the interviewee, sometimes frustrates, where it is hard to come up with something new

- interviewee #2

- Information about the interviewer:
 - age 24, Caucasian female, student in RWTH in Industrial Engineering M.Sc., single, living in a shared flat with 2 other people
- Answers summed up from the interviewee:
 1. both cook and eater, as she cooks alone mostly
 2. once in a day, less than an hour
 3. feels like it has been a century in the kitchen: deciding, getting the ingredients out, preparing, staying alert near the topf, serving, cleaning afterwards
 4. always eating pasta, although not changing it. (what she likes: trying new recipes, although seldom)
 5. not eating healthy, not liking to spend time in kitchen although wanting to. (when asked why, she spit out that she does not have the skills and the necessary knowledge to cook other things)

- interviewee #3

- Information about the interviewer:
 - age 28, Caucasian male, student in RWTH working on a Phd (field not specified), married, living in a household of two with his wife
- Answers summed up from the interviewee:
 1. states himself to be 'helper', as cooking with the wife
 2. around 3 hours
 3. discussing what to eat, sometimes going out to buy the lacking ingredients of a specific recipe, filling the dishwasher and emptying it, giving a helping hand to the wife on what duty calls
 4. not knowing what to eat for each afternoon, and trying to come up with ideas on what to eat
 5. finding a food idea that her wife accepts

1.3 Problem Statement

Out of five people we interviewed, we analyzed all and we put down the three of them we find interesting. The following is the problem statement after analyzing all the five cases, which we 'might' aim to solve:

Problem Statement:

People spending too much time deciding on what to buy for their refrigerators & what to cook using the ingredients in the said refrigerator. Moreover, they get frustrated or bored because they spend so much time & got a little gain from their spent time and effort.

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 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.