



Service Design
- individual project - 12 weeks

Comprehensive Luggage Deposit System



In airports and stations, people always have a lot of carry-on **luggage** during waiting for departure, which will become very inconvenient when people want to leave their seats to go to the lavatory or hang around.

In this service system, I designed **two ways** of luggage deposit.

One is in the instant deposit area of the lavatory and water room. You can immediately get a corresponding card after lock your luggage.

The other is a luggage deposit center designed for passengers waiting for a long time, which needs to be used in conjunction with self-service machines and mobile apps.



PROBLEM / RESEARCH

Where is these luggage now in the terminal?



Near the chairs when sitting



Carry them when shopping



At the stall door of the lavatory

Activities



sit



lavatory



shop



meal



I posted this question on the forum and received answers.

How will you deal with your carry-on luggage if you want to go to the lavatory in the airport on your own?

zoey , male , 22

"No one will pay attention to your luggage."

karl , male , 31

"Put it at the door of the toilet stalls. You can see it from below."

steven , male , 24

"You can ask the staff to take a look, otherwise it may be easy to lose it."

oliver , male , 72

"Usually endure, or let the next benign person help to keep."

vivian , female , 37

"You can pull your carry-on luggage with you and put it under the sink."

What can help solve this problem now?

practicability

security

intelligence



Bluetooth anti loss device

Judge whether the object is still in yoursafe range through the distancechange.



Toliet stall

If the toilet stall is large enough,luggage can be put in it.



Baggage cabinet

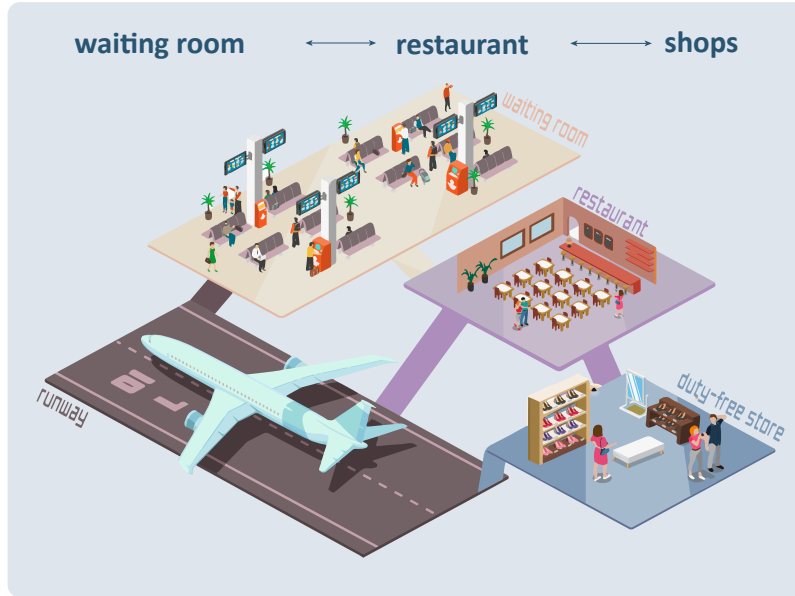
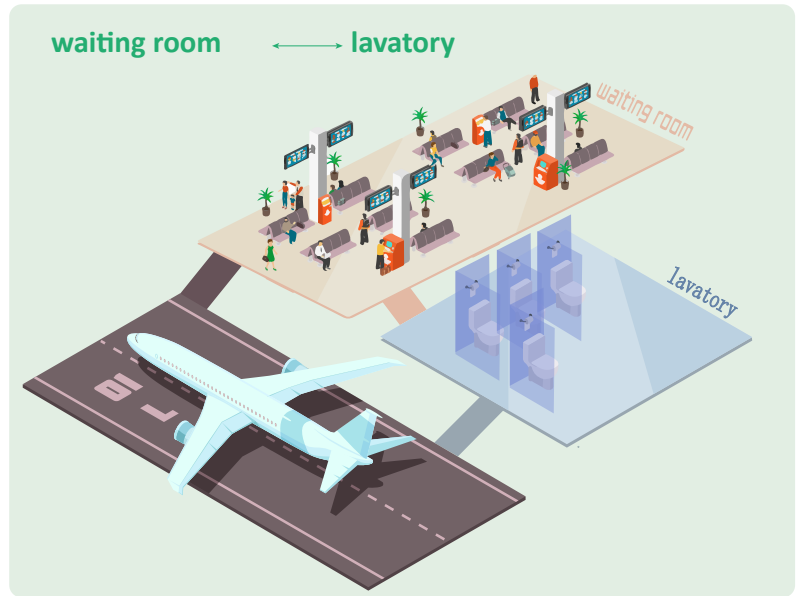
Fixed size ; It's difficult to store large luggage and put the luggage into the cabinet at a high place.

PERSONA

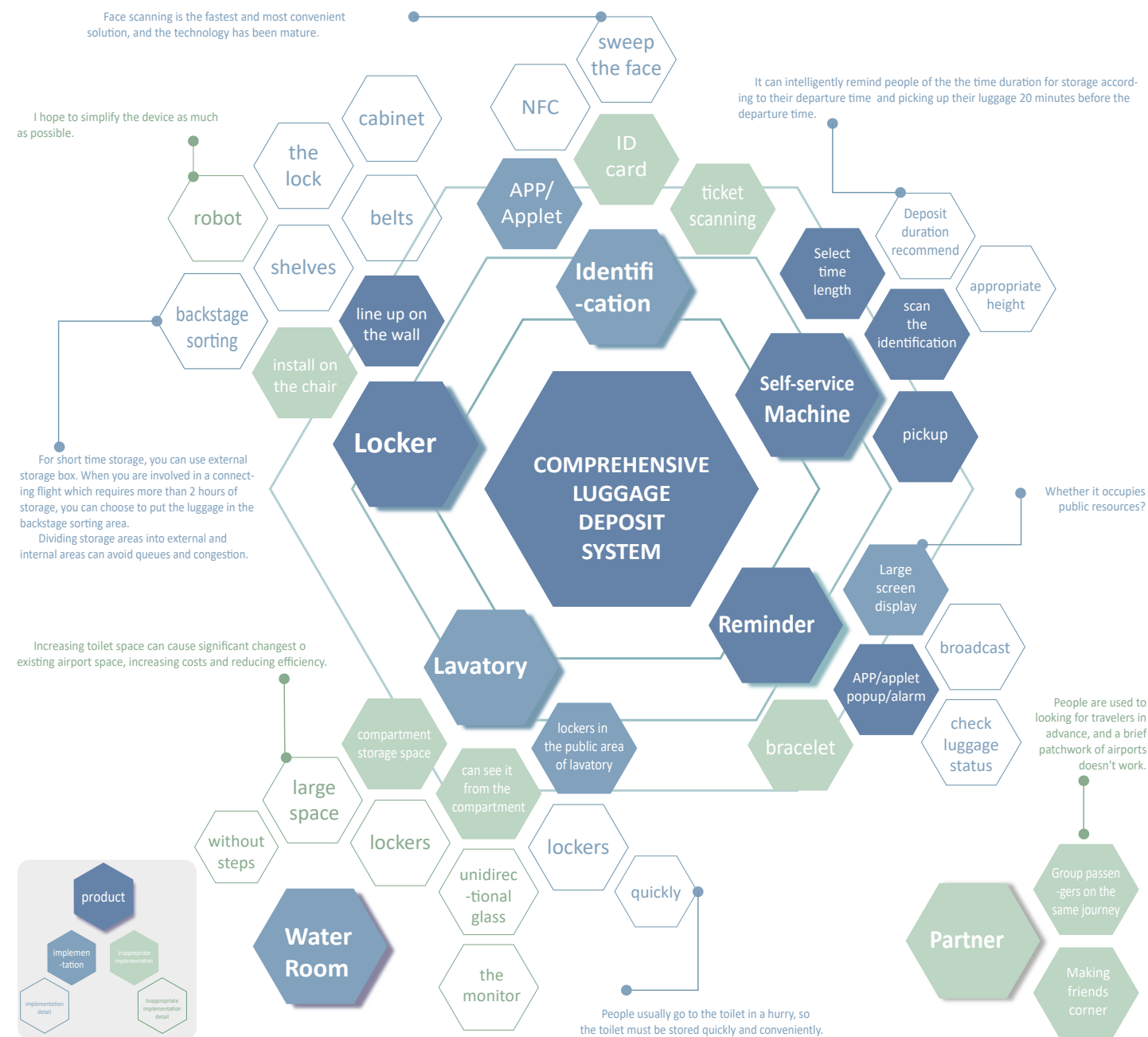


- Name : Callie Pfister
- Nationality : the USA
- Job : foreign teacher in China
- Personality : postive, polite, persisitent and a little bit sensitive
- Hobby : photography, travelling and reading
- Frequency : about 6 times each year
- Reasons : travelling between China and the US and business trip and tourism
- Luggage : suitcase and backpack
- Two different situations :
 - Waiting time: less than 1 hour
 - Waiting time: more than 1 hour

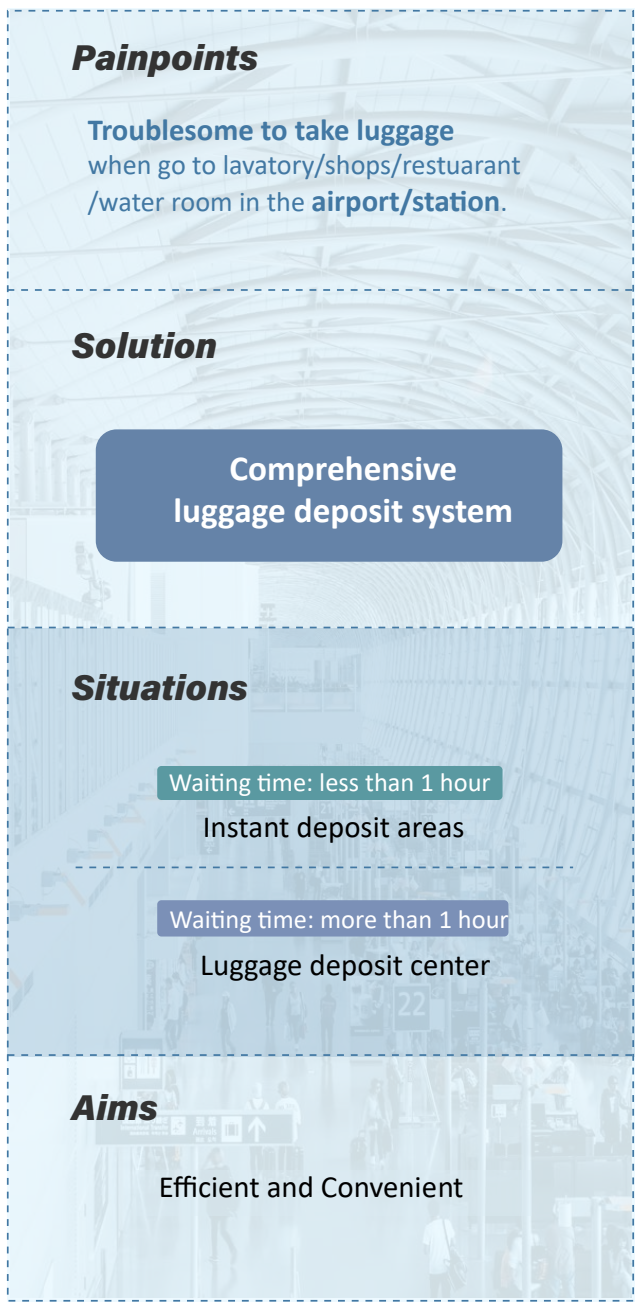
SCENARIO



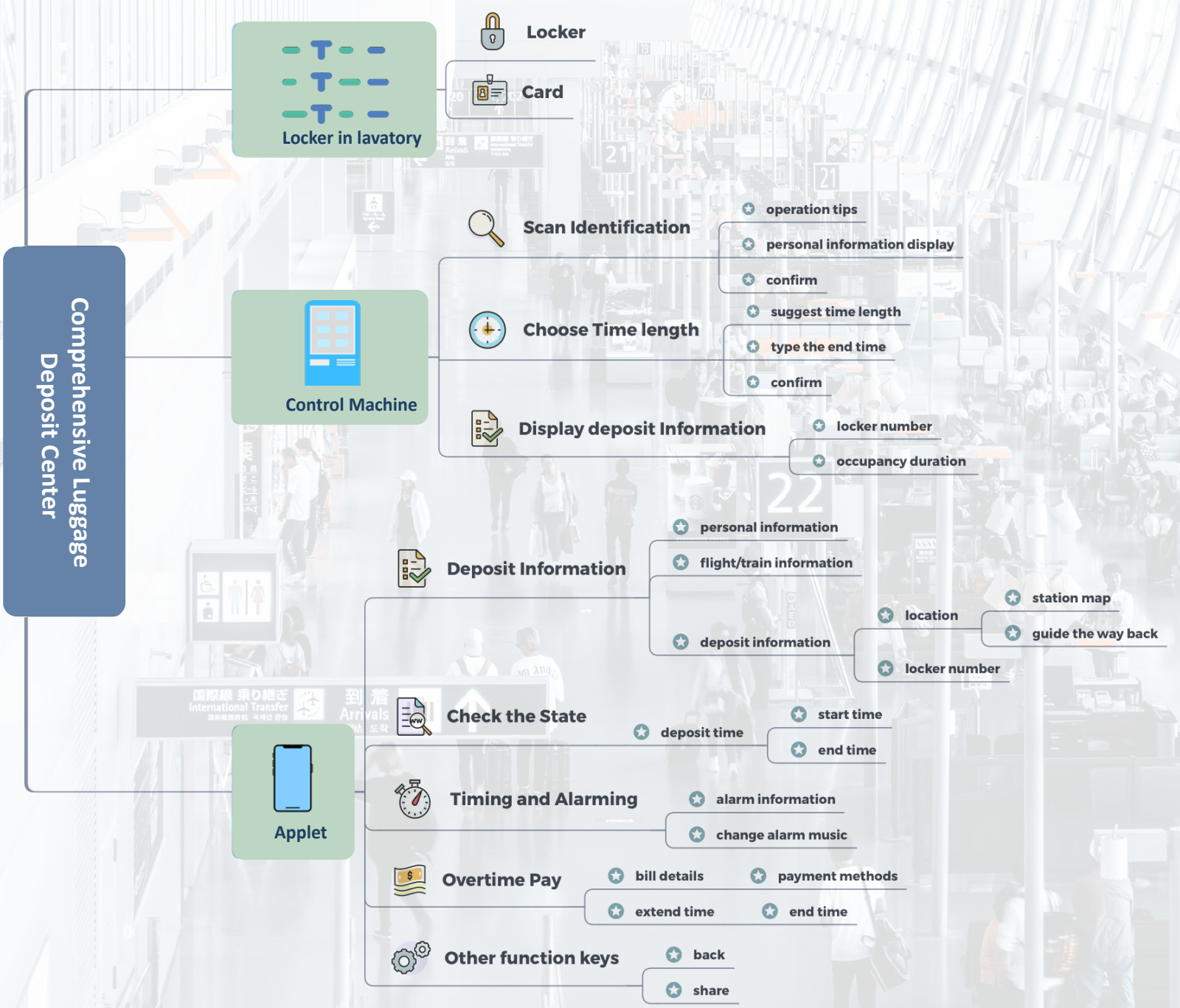
✈ IDEATION



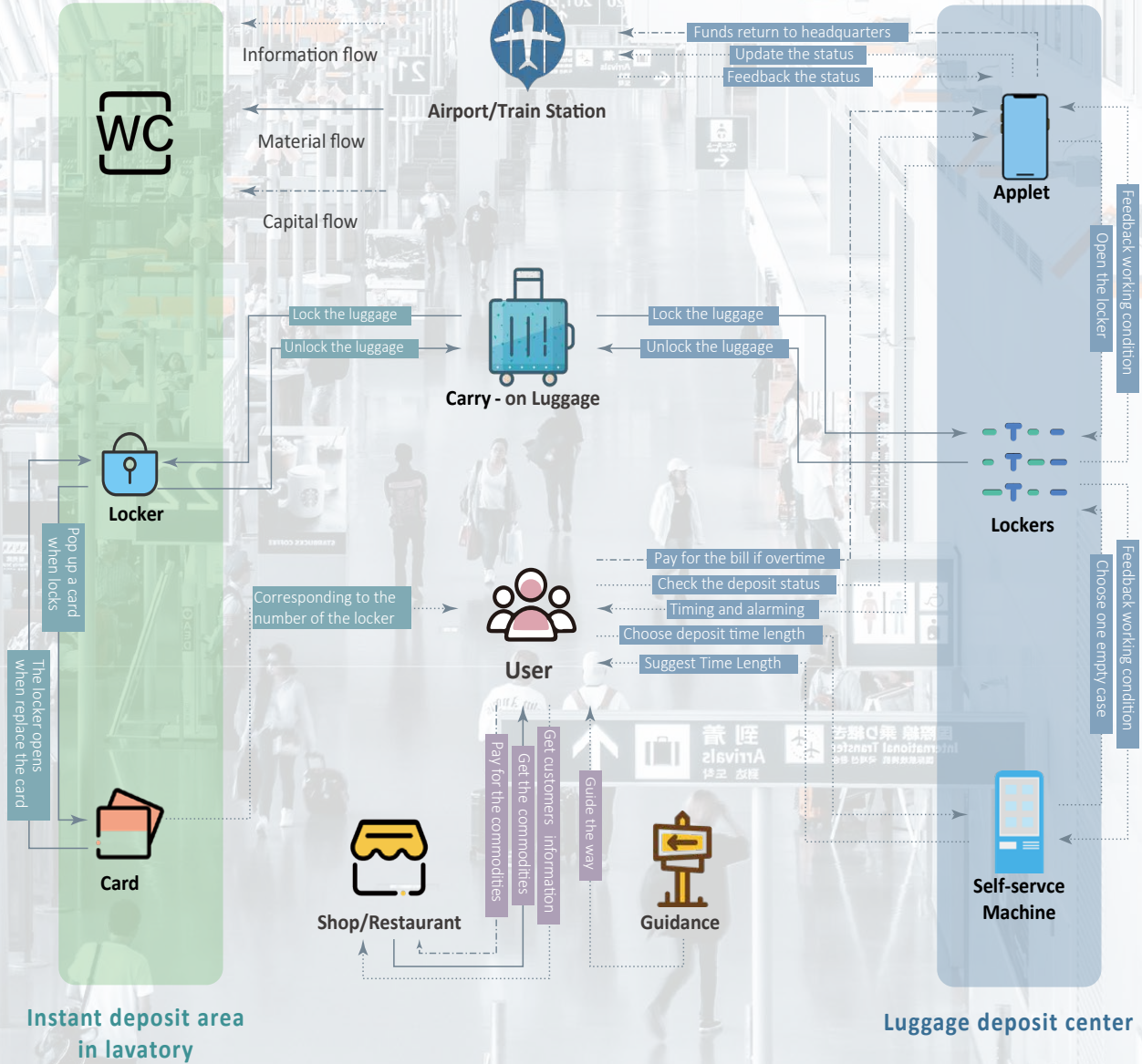
✈ CONCEPT



✈ FUNCTION ARCHITECTURE



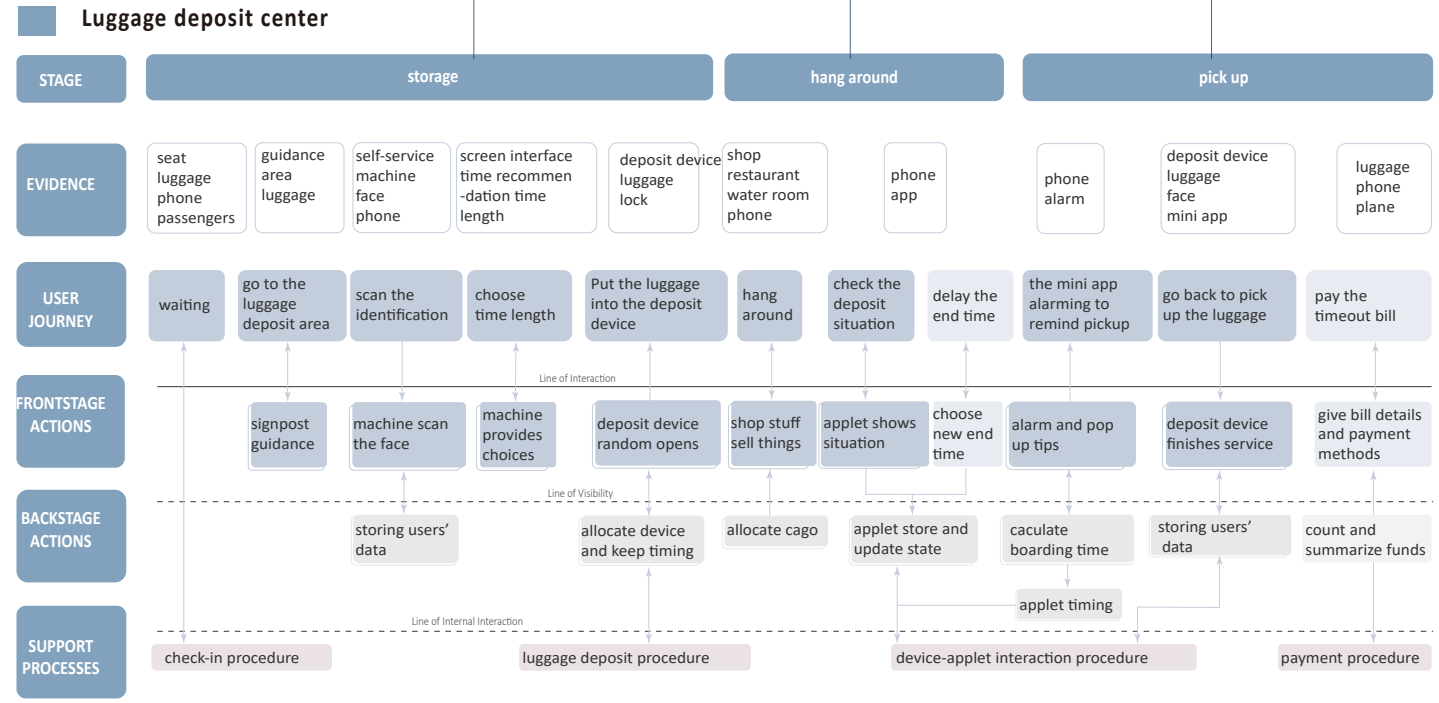
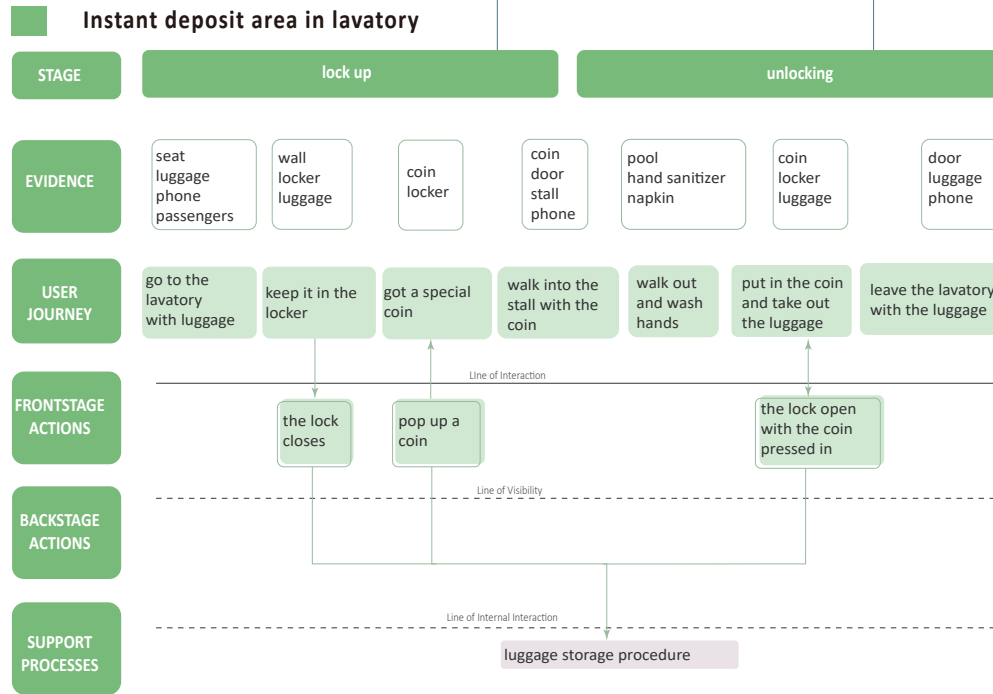
SYSTEM MAP



STORYBOARD



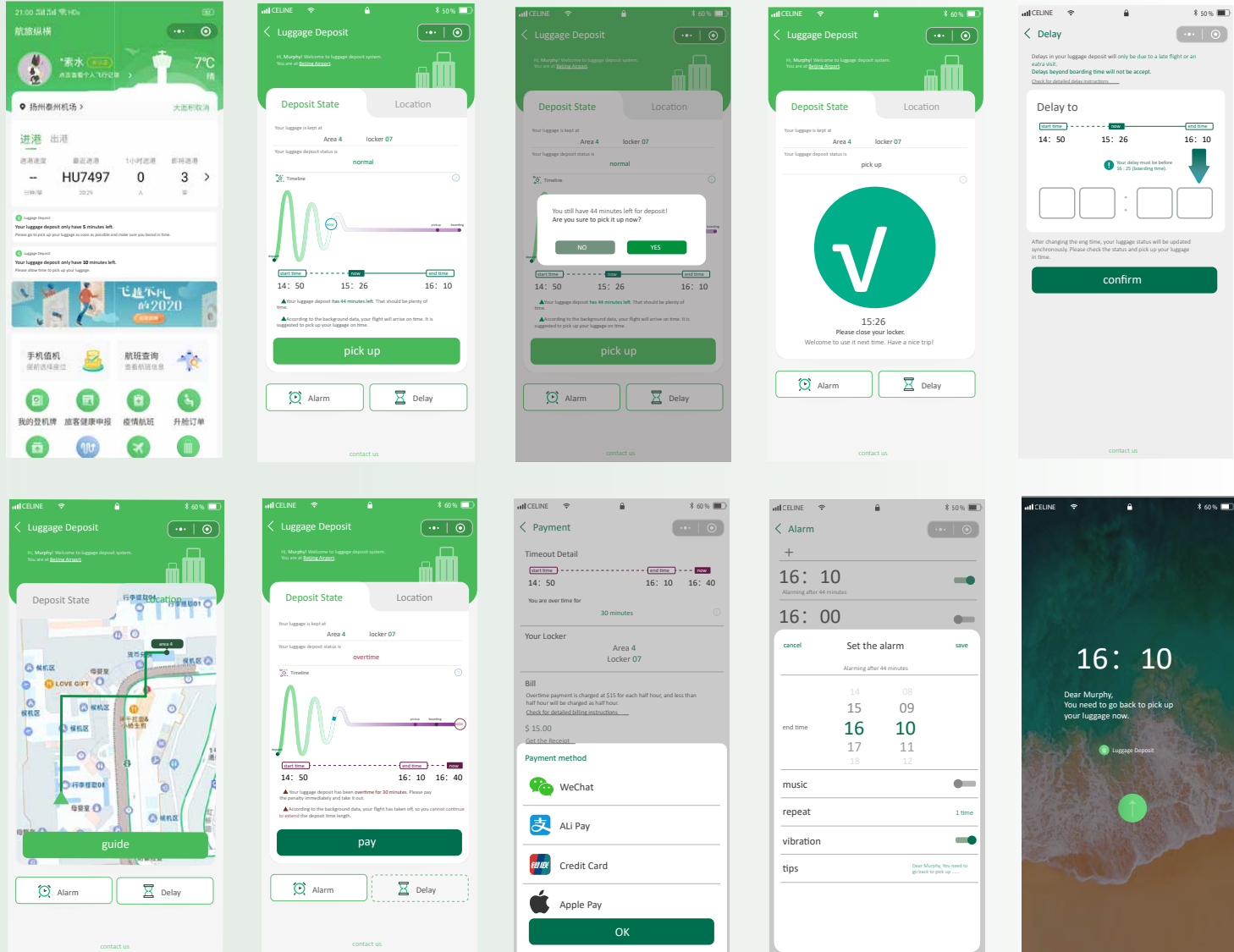
SEVICE BLUEPRINT



APP INTERFACE DISPLAY

Umetrip is the first mobile service app based on travelling launched by China Civil Aviation Information Network Co., Ltd. **My design is to add a luggage deposit function page in Umetrip.**

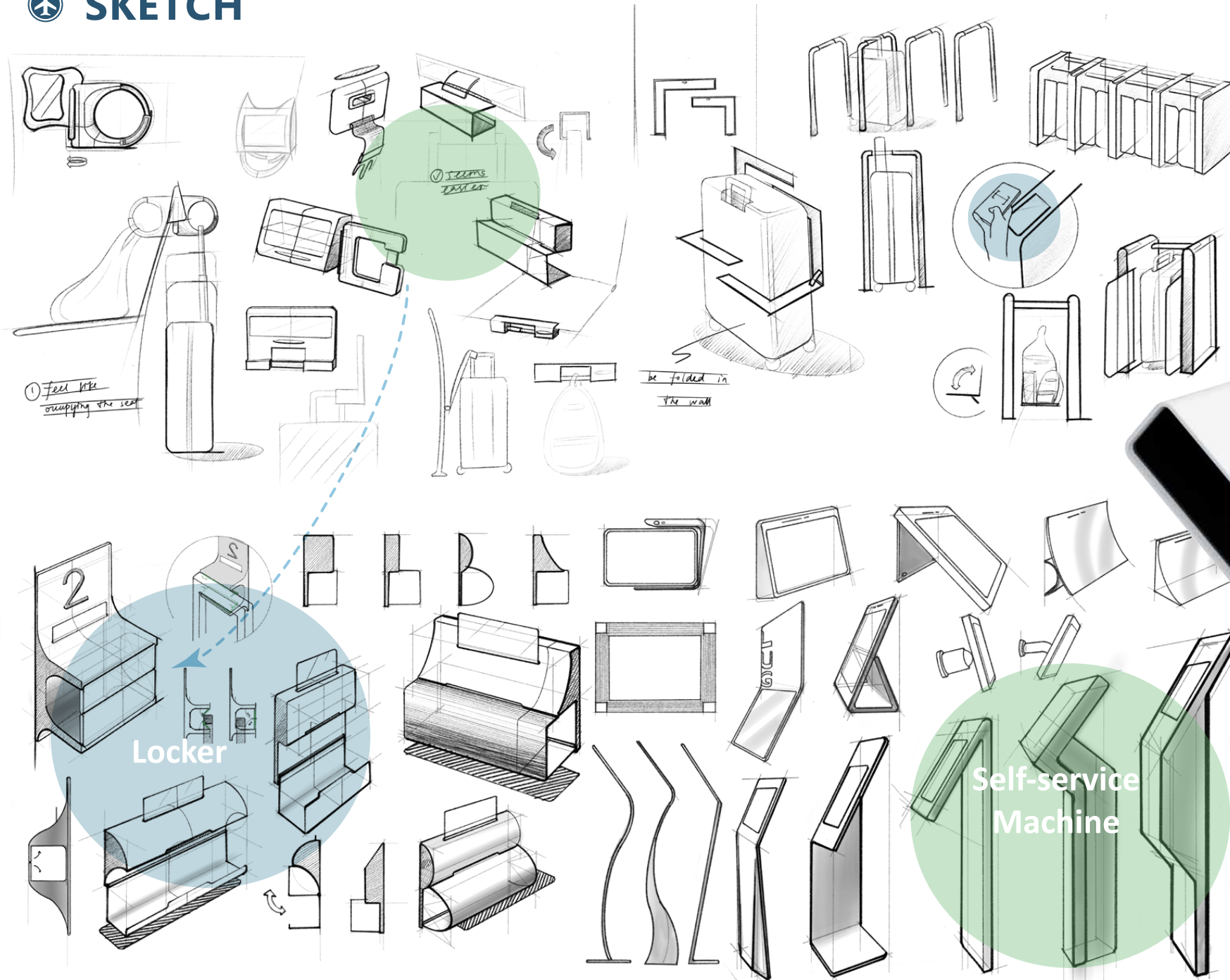
Umetrip APP interface



Self-service machine interface



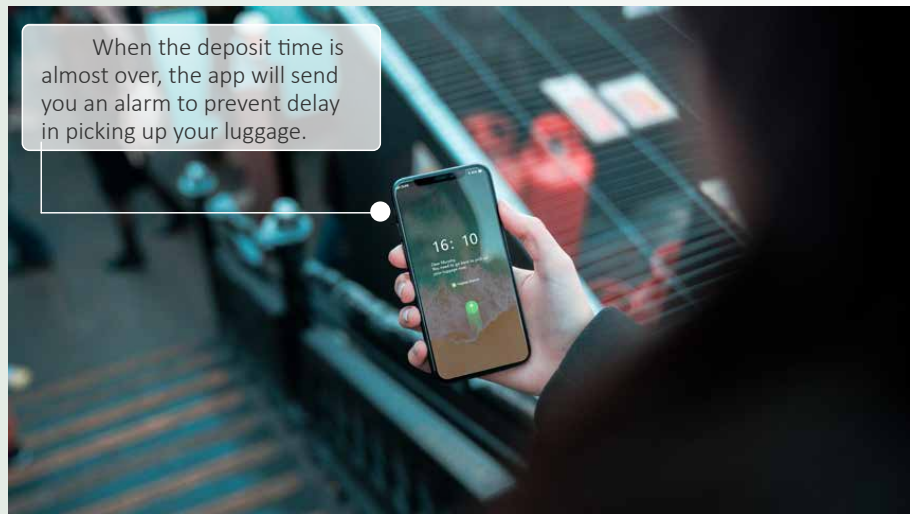
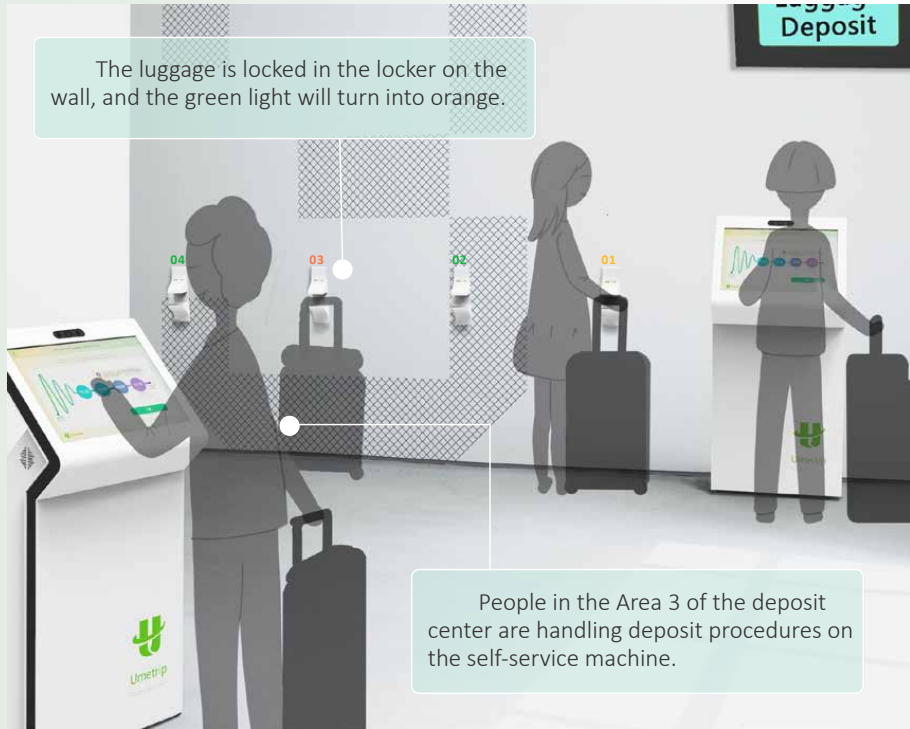
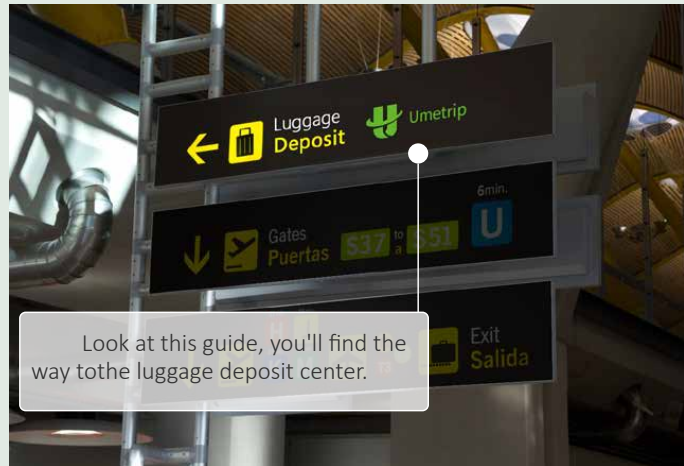
✈ SKETCH



✈ FINAL PRODUCT



✈️ DISPLAY



✈️ STORYBOARD

BEFORE

People who go shopping must carry their luggage in one hand.

When going to the toilet, some people put their luggage by the wall, some people put it outside the compartment door.

People drag their luggage to the drinking room and put it beside them to get the water.

AFTER

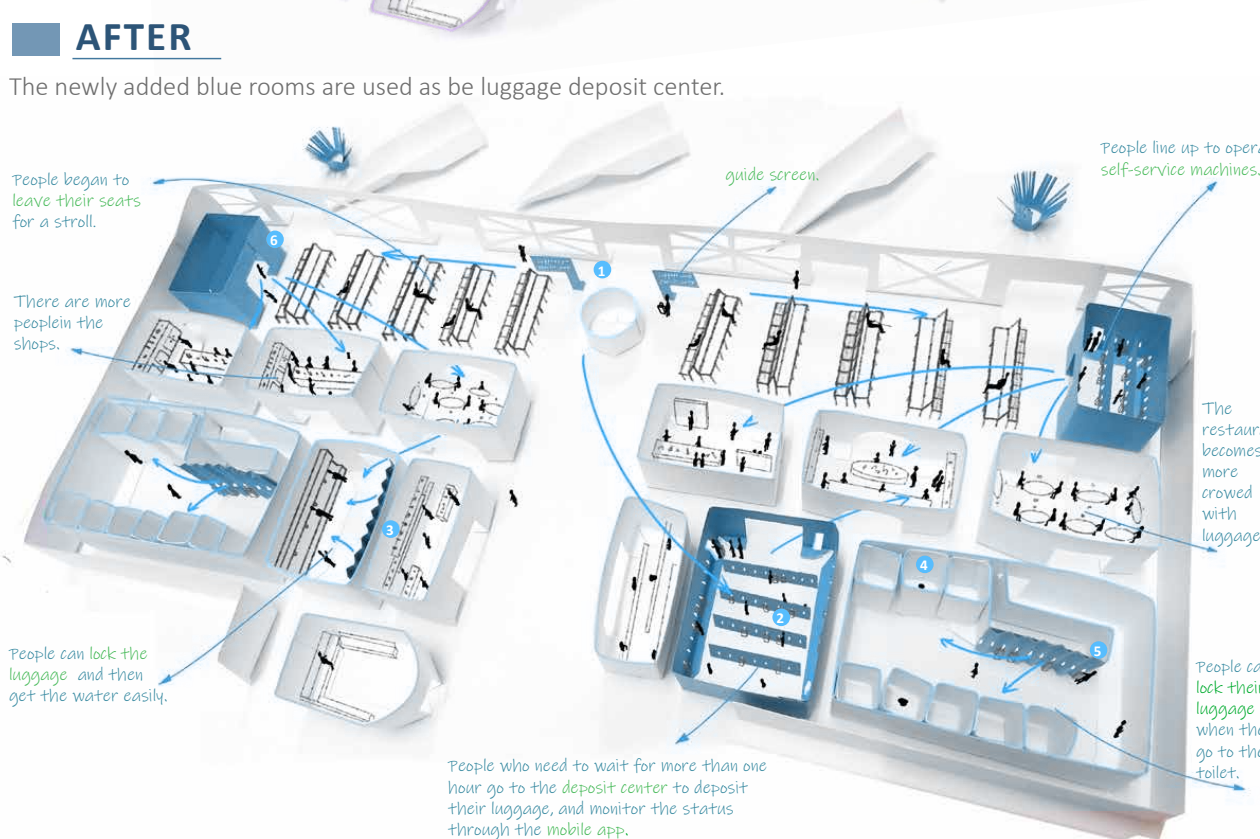
The newly added blue rooms are used as be luggage deposit center.

People began to leave their seats for a stroll.

There are more people in the shops.

People can lock the luggage and then get the water easily.

People who need to wait for more than one hour go to the deposit center to deposit their luggage, and monitor the status through the mobile app.



SCENE DETAILS

Here are the details of the use scenario after the comprehensive luggage deposit system is added.



1 Observe the guide sign and confirm the location of the deposit center.



2 Line up at the self-service machine.



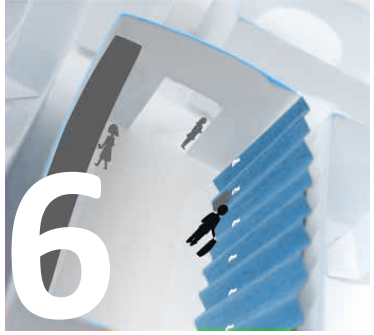
3 Deposit the luggage in front of the corresponding locker.



4 Leave your luggage outside the toilet.



5 Enter the toilet compartment with the pop-up card.



6 Deposit your luggage in the drinking room and get the water.