

DESIGN A **TEST IDENTIFY** A SOLUTION PROBLEM SOLUTION

In this project we identify a queuing problem when using the school's dormitory service. Students usually have to wait a long time in order to complete their laundry, or they need to seek machines elsewhere. We have noticed this problem can be very frustrating and time consuming. Therefore, we have designed a solution that can improve the queuing problem when using the school dormitory. The new designed allows students to schedule their laundry date and time via an APP. Students need to sign into an APP that allows them to select a convenient date and time. In addition, reminders are also sent to the users to ensure that students use the machine at the scheduled time. Further advance allows for the machines to be locked and can only be unlocked using a password/ QR code from the APP. In the end, we will conclude whether students think that the new design can be integrated with the present laundry

Population Distribution



NETHODOLOGY

DESIGN THINKING



Empathy Map



Customer Journey Map Before



LAUNDRY SCHEDULE AMONG THE GENDERS



LAUNDRY SCHEDULE AMONG UNGERDRADUATES AND **GRADUATES Students**



Servgual anaylsis

	Laundry times per week
20	19
18	
16	
12	
10	
8	8
6	6
4	
2	
0	0 1 2 3

Expectati	ion	Perc	ception	Service Quality
Mean	STDEV	Mean	STDEV	SQ=P-E

Activity Diagram



Customer Journey Map After



Service Blueprint



Web Interface

			- 82
			- 81
			- 84
	LOGIN		- 84

Easy Washing Home reservations Logout	Hi Marc 🕯
Select a time	
09:00 09:40	A
10:20 11:00 11:40	
12:20	

sy washing Home reservations Lugurt	Hi
20:20	
21:00	
21:40	



Tangible	4.08	0.94	3.88	1.02	-0.20
Reliability	4.28	0.92	4.29	0.85	0.01
Responsiveness	4.62	0.62	4.08	1.03	-0.54
Assurance	4.67	0.64	4.05	1.07	-0.61
Empathy	4.70	0.60	4.26	8.87	-0.435

SUS (Present System) = 67.57 Sus above 68 is considered Average

Recommended Service



etter grade	Numerical score range
4+	84.1–100
Ą	80.8–84.0
4-	78.9–80.7
3+	77.2–78.8
3	74.1–77.1
3-	72.6–74.0
C+	71.1-72.5
0	65.0–71.0
C-	62.7–64.9
)	51.7–62.6
	0–51.6

(Sauro & Lewis, 2016)



CONSUMING

	ernan
2	password
C Ren	nember me Don't have an account yet? Sign up
Log	in .
209	

1. Login

Easy Wo	sshing Home reservations Logout	Hi Marc
	Select a date	
	2020-12-05 - Saturday 2020-12-06 - Sunday 2020-12-07 - Monday 2020-12-08 - Tuesday 2020-12-09 - Wednesday 2020-12-10 - Thursday 2020-12-11 - Friday	

2. Select Time

	Your reservation was successful		
Select a date			
2020-12-05 - Saturday		<u>^</u>	
2020-12-06 - Sunday		_	
2020-12-08 - Tuesday			
2020-12-09 - Wednesday			
2020-12-10 - Thursday			
2020-12-11-110ay			

3. Select Machine/ Server

delete
delete

In conclusion, it can be said that the recommended APP can improve the laundry system at the school's dormitory. However, there are many factors and functions to consider when designing the APP. In addition, to make this recommended system practical every single person needs to use the system. Overall, the recommended system will be costly to implement, but on the other hand it can be a way forward in the laundry system



4. Select Date

6. Reservation Page



