

Laundry Savior

Team #2

Outline

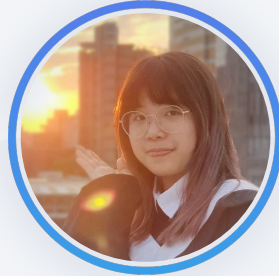
- Introduction
- Additional Need Finding Results
- 3 Points of View
- Selected HMW
- Summary

Team Members



Jia Wen Foo

R10944057



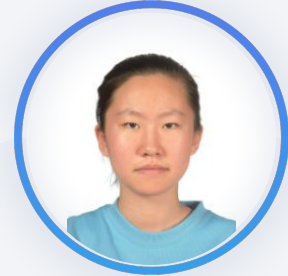
Silver Lui

R11944056



Jia Yin Foo

R10944056



Yen Yu Tung

B09902031

Domain and Theme

Enhance Laundry Experience in Dormitory

I walk front and back just to check the availability of the washing machine

Previous user haven't take the clothes back

Initial Point of view

We met ...

XXX, who needs to wait for 2 hrs to use the washing machine because they are occupied.

It will be game changing to...

Know the status of the washing machines before going out for laundry.



**Additional
Needfinding Results**





Yen Ning

Aged 23, female

Graduated 2 yr ago
from NYCU

4yr dorm
experience

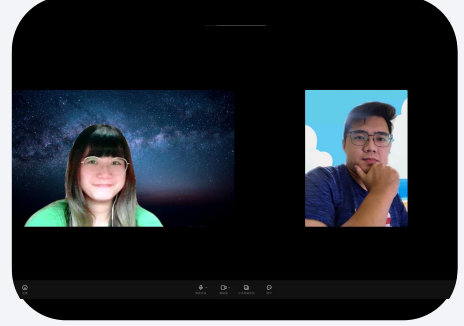


Dream One

Aged 23, male

M.A. in Service
Science, NTHU

3yr dorm
experiences



Chi-Yu

Aged 22, male

Freelance Worker in
Taichung

Go to laundry shop
> 10 times



“

Washing machines located at the second floor in the whole dorm.

”

“

Saw someone left a note to remind others to take back their laundry.

”

“

Waiting for washing machine disrupted my plan

”



Use line pay

Waiting there when using
drying machine outside

Wash bed sheets in laundry
shop

Post on social media if found
lost laundry

Think



Maybe I won't discover that someone take away my clothes.

I wish I could check if any washing machine is available and the time left to finish laundry.

It's boring when waiting for the laundry done.

Feels weird because don't know what did the last user washed.

Feeling bad when found out there was only one sock left in the laundry basket.



It's selfish to occupy washing machines and forget to bring back their clothes.



Feeling unlucky when discovered there was no washing machine to use.



Feel

Common Observation

6/7

Leave empty laundry basket

4/7

Set timer/alarm as reminder

Run out of coins sometimes

Avoid peak hours

5/7

Help taking out other's clothes only if needed

3/7

Keep checking occupying status for several times

Feel uncomfortable while others touching my clothes



**Revised
Points of View**

Point of view #1

We met ...

Yen Ning, who needs to share 13 washing machine with 1000 other residents.

It will be game changing to...

Know immediately when the washing machine is ready.



Use pager as in restaurants 1



Laundry done alarm

Appointment system: Take your number

Queue with room ID Post it



let my pet watching for me :)



Broadcast if washing machine is done 3

Know immediately when the washing machine is ready.



Wait in front of the washing machine

knock knock

machine walk to you when laundry is done



someone is responsible for reminding others

Next user could be the reminder



Charge if do not collect for a long time



line notification



App notification

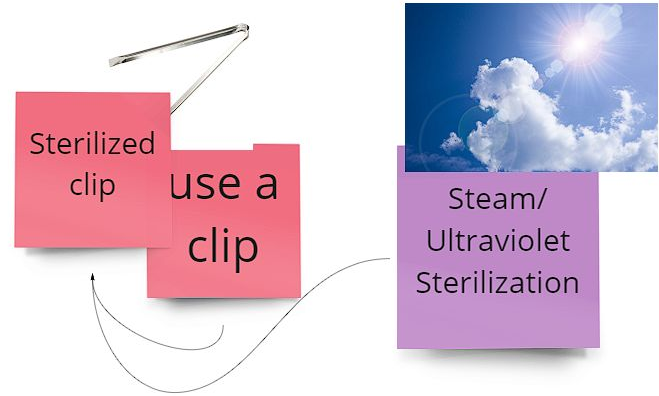
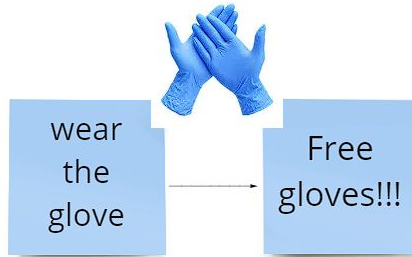
Point of view #2

We met ...

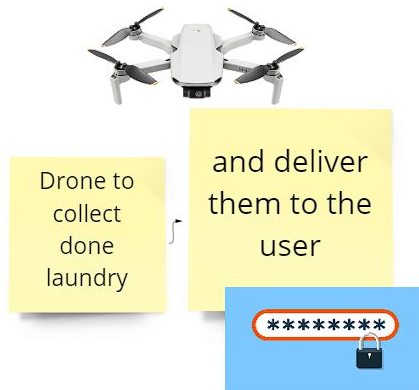
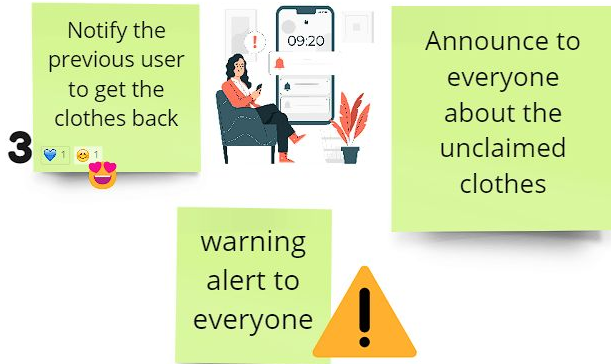
Chi-Yu, who needs to wait for previous user to collect the laundry because he think touching others' clothes is unhygienic.

It will be game changing to...

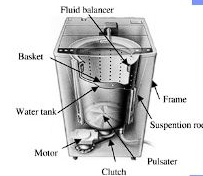
Avoid touching others clothes when doing laundry.



Avoid touching others' clothes when doing laundry.



Use password to protect my clothes



detachable inner bath of washing machine

Auto drop the clothes into basket after wash

Point of view #3

We met ...

Min Chieh, who needs to looking for changes because the washing machine only accept \$10 coins.

It will be game changing to...

Use the washing machine without looking for change.



use line pay

In App Payment



3



use easycard for payment

top-up based payment method

2

Use the washing machine without looking for change.

Courtesy coin for the next person

"pay for others" service

let it be free

include in rent



coin exchanging machine

placed beside a vending machine (sales+++)



accept other coin and bill



Selected HMW

Selected HMW #1

HMW

Broadcast if washing machine is done

Related POV

Know immediately when the washing machine is ready.

Selected HMW #2

HMW

Notify the previous user to get the clothes back

Related POV

Avoid touching others clothes when doing laundry.

Selected HMW #3

HMW

In App Payment

Related POV

**Use the washing machine
without looking for change.**

Summary



Efficiency &
convenience



Privacy & hygiene



Comprehensibility



Q & A

