Imagine you’re in a restroom. You realize there is no toilet paper and/or paper towels, or there is no soap. Agonizing.

Imagine you’re responsible for toilets facilities in your office building. How do you efficiently plan cleaning and refill of toilet consumables.

Imagine a Smart Toilet, which reports; How often and when the toilet is used. When it is running low on consumables like toilet paper, paper towels, and soap. When trash bins are near to the maximum capacity.

Smart Toilet will enhance customer satisfaction, reduce time spent on cleaning, reduce stock of cleaning materials, and reduce cleaning costs.
Persona

John Smith
Cleaning Manager

"I ensure the right service to the right quality, time, and price"

About

- 42, unmarried, 10 years of cleaning management experience.
- Employed in a cleaning company, which primarily clean toilets in office buildings.
- Being the person who make cleaning planning according to which must be balanced with cleaning quality agreed.
- Very mobile, moving from building to building during the day.
- I work with the Chief Facility Engineer and Cleaning Staff.

Responsibilities

- Ensure adequate quality performance (KPI’s / SLA’s) measures are adhered to
- To control the delivery of the staff rosters and correct manning levels
- Ensure right balance of cleaning article stocks
- Ensure all team members carry out their duties in a timely manner

Main Goals

- Meet performance goals
- Keep stock low
- Maximize cleaning staff performance
- Minimize customer complaints

Needs

- If I knew which toilets needs cleaning, I could plan efficiently
- If only I could predict where there could be cleaning problems, I could prevent complaints

Pain Points

- We spent too much time on toilets which do not need cleaning
- Cleaning staff use extra time to fetch consumables
- We get too many complaints because toilets are out of consumables
- Cleaning staff employed is high
Point of View

As a Cleaning Manager

I need a way to plan cleaning and consumables more efficiently

so that I can meet performance goals at a lower cost.
UX Journey
### User Experience Journey

<table>
<thead>
<tr>
<th>ACTIONS</th>
<th>MINDSET</th>
<th>FEELING</th>
<th>TOUCH POINTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Check for incidents</td>
<td>“Ahh complaint, again”</td>
<td>😊</td>
<td>• Laptop</td>
</tr>
<tr>
<td>• Check KPI status</td>
<td>“I’ll be missing my performance goals, again”</td>
<td>😍</td>
<td>• Laptop</td>
</tr>
<tr>
<td>• Check staff availability</td>
<td>“We must clean all toilets, so I need a lot of people”</td>
<td>😌</td>
<td>• Phone</td>
</tr>
<tr>
<td>• Cleaning planning</td>
<td>“Stock of consumables must be filled, because I don’t know how much is needed”</td>
<td>😞</td>
<td>• Storage room</td>
</tr>
<tr>
<td>• Assign cleaning staff</td>
<td>“Fetching consumables is not efficient”</td>
<td>😥</td>
<td>• Laptop</td>
</tr>
<tr>
<td>• Go to building</td>
<td>“I have to check every toilet to check if consumables are ok”</td>
<td>😡</td>
<td>• Phone</td>
</tr>
<tr>
<td>• Go to building</td>
<td>“Did I miss something out”</td>
<td>😞</td>
<td>• Storage room</td>
</tr>
<tr>
<td>(Cleaning)</td>
<td>“How can I do my job more efficiently?”</td>
<td>😤</td>
<td>• Toilets</td>
</tr>
<tr>
<td>• Order consumables</td>
<td></td>
<td>😞</td>
<td>• Car</td>
</tr>
<tr>
<td>• Handle requests for consumables</td>
<td></td>
<td>😥</td>
<td></td>
</tr>
<tr>
<td>• Go to toilets</td>
<td></td>
<td>😤</td>
<td></td>
</tr>
<tr>
<td>• Quality assurance</td>
<td></td>
<td>😞</td>
<td></td>
</tr>
<tr>
<td>• Go home</td>
<td></td>
<td>😥</td>
<td></td>
</tr>
</tbody>
</table>

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Prototype

You can use this space to insert your mockup(s):

Object Page

Launchpad

SmartToilet

1
Toilet

Consumables

Inside organisation