

**Student's Name**

**11/3/20**

**P&O HW #4: Jobs to be Done**

**1. Client:**

- The family member I'll be working with is my Grandpa, who is both a transmormal amputee and uses a wheelchair.

**2. Problem/Struggle:**

- He said that he struggles to get ready in the bathroom in the morning because it is not very big. The bathroom in his house is big enough for him to get in and out of, but he isn't able to store all the products he needs to get ready, in the bathroom both at a height that he can reach from the wheelchair and with enough space to move around in the bathroom.
- I am going to design a shelf/basket that can be mounted to the wall and pulled up and down with a system similar to window blinds.

**3. Jobs to be Done:**

- Simplify morning routine
- Open up space in the bathroom
- Restore "normalcy" to morning routine

**4. Introductory Statement/Questions**

- Hello, my name is Avery Gorhan and I am researching solutions for daily struggles those use wheelchairs face. I'm looking for information on any struggles you face day-to-day that I would be able to design a device to help you with. Would you be interested in answering a few questions for me?

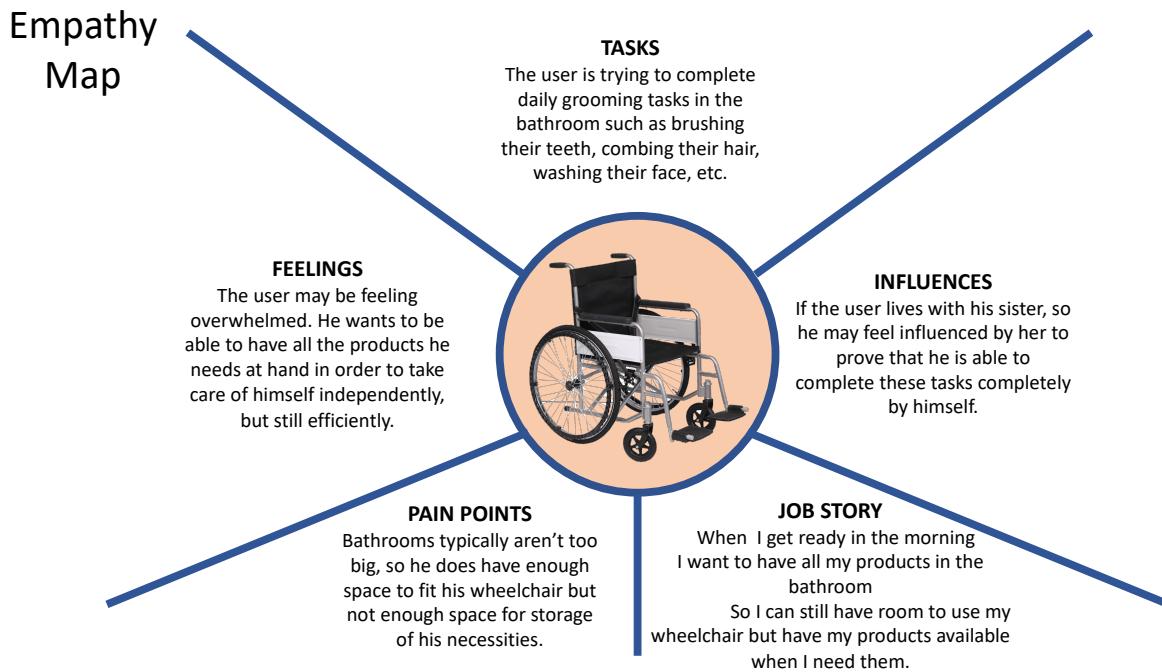
**Questions:**

- What are some of your hobbies/favorite things to do in your free time?
- What does your morning/night routine look like?
- What tasks do you do every day?
- (If the person was not born with the disability) In what ways have you had to adjust your routine after (disability occurred)?
- Do any specific daily activities take longer than you would like them too?

**5. Other People**

- I don't have any other people in my life that have a physical disability so I'm not sure who else I could ask my questions to.

## 6. Empathy Map:



## 7. Concept:

- Habit of the present:
  - The client is used to his current morning routine, it would take time to break the habit of his old routine to make a new routine.
- Anxiety about the new:
  - The client may feel anxious about switching up their routine again, because they are used to their current routine.
- Problem with current product:
  - Not enough space in the bathroom to store necessities at wheelchair level while also being able to move around in the wheelchair.
- Attraction to a new product:
  - Would be able to restore normalcy by getting ready in the bathroom rather than other rooms in the house.