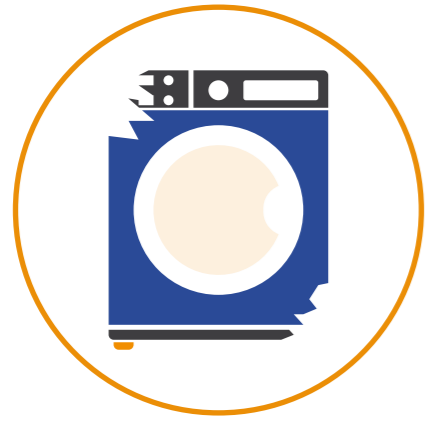
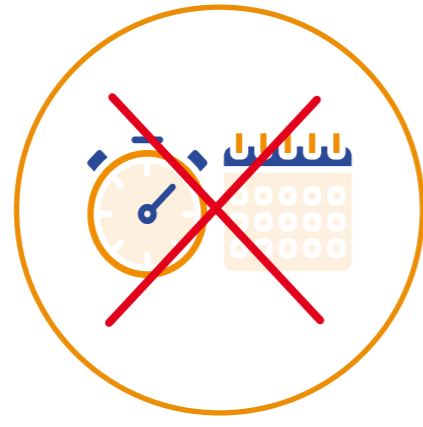


Current situation



Products are damaged



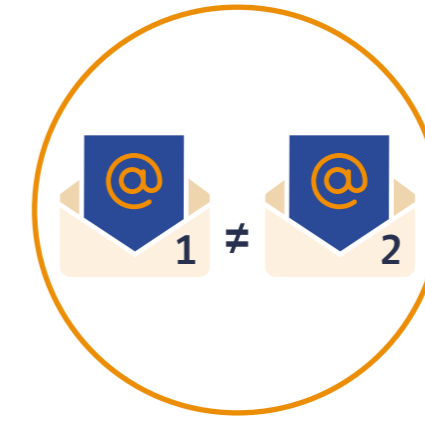
Products are not delivered on agreed date and or time



Information of customer is not processed



Customers do not know about service and that delivery drivers are skilled



Communication is deficient



Customers feel not heard after bad delivery

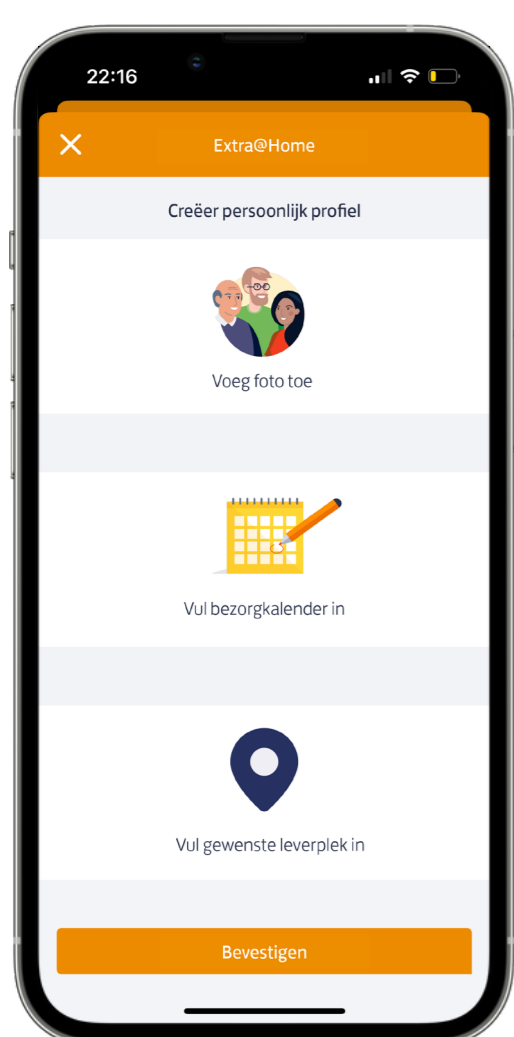
Mechanics@Home

An optimised user-centric service for PostNL's XL parcel delivery



Mechanics@Home is a service designed for Extra@Home, PostNL's XL parcel delivery, that enhances their current service. It is a user-centred service, that emphasises the core values and strengths of PostNL. The service is a personal approach to the current service. The customer gets the opportunity to get to know the mechanic before they come to their house to deliver and install a product. An integration with the current PostNL app makes sure that customers have a positive experience when encountering the service of Extra@Home.

With Mechanics@Home



The customer can create a personal profile.



The customer can view the upcoming service delivery.



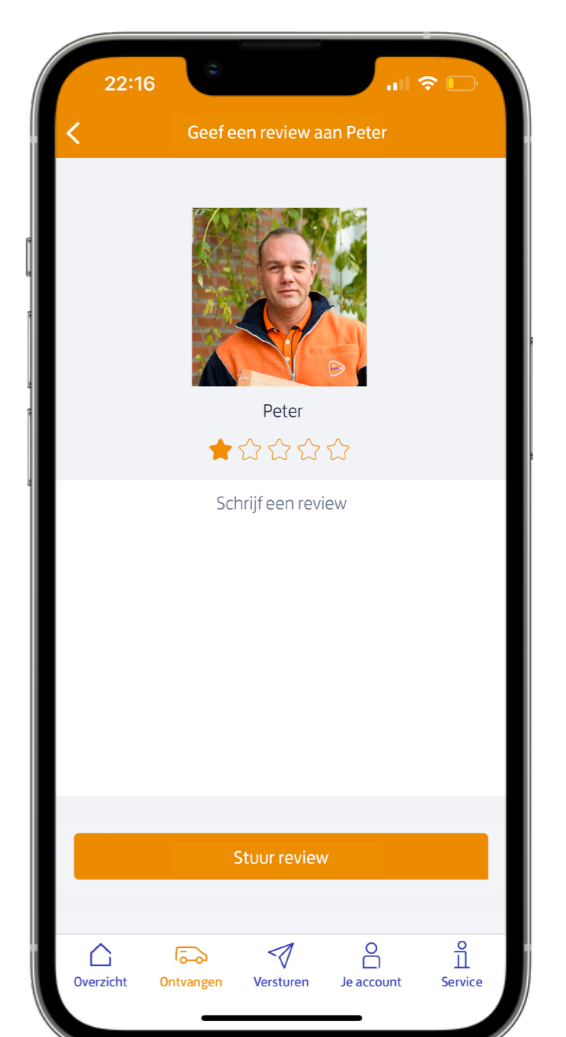
The customer views the message from their mechanic.



The mechanic's profile shows what the mechanic has chosen to display.



It is also possible to check the reviews by previous customers.



The customer can rate the mechanic with stars and write a review.

Simone Cobussen
Mechanics@Home: Designing an optimised user-centric service for PostNL's XL parcel delivery
March 2023
MSc. Strategic Product Design

Graduation committee
Dr. Pinar Cankurtaran
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Company
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