

# FLY WASH

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## Introduction:



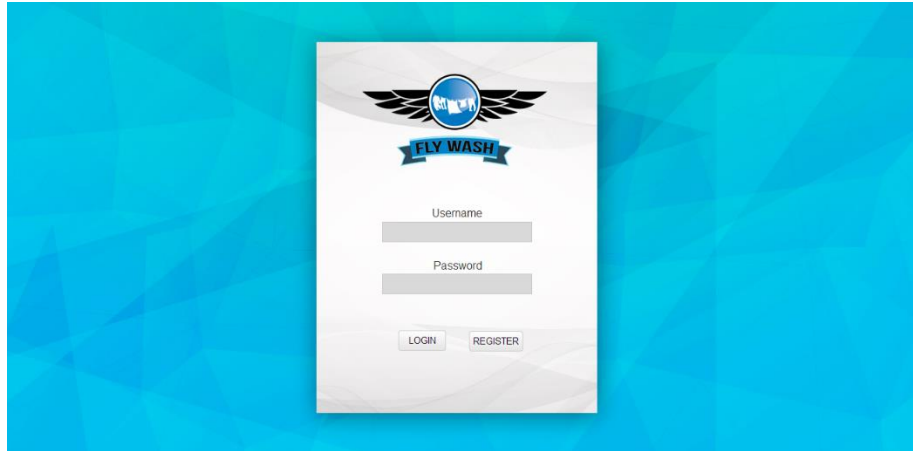
Fly Wash Project is a Web-based system for laundry and delivery services. This project is focusing on UTM student. Every block in UTM has only 1 or 2 washing machines which most of the times the machines does not worked properly. Because of this, the student are forced to hand wash their laundries. Usually as a student, they are busy with their classes, studies and activities thus make them did not have enough time or lazy to do their own laundries.

Using this application, the user will provide some of their info and request pick up from us. We will then go to their location, pick up their clothes and deliver them to our laundry shop. After our services at the laundry shop are done, we will then send them back their clothes back to their location.

With the Fly Wash, our services will ease the students' burden and responsibility by saving their time and energy. This will help the student to more focus to their classes, studies and activities without any worries.

## Usability study of the applications:

### Fly Wash:



### Learnability:

Fly Wash does not have any guide about how to use the system. Users will find it a little bit difficult to understand for their first encounter with this design. This design is basically for user who are already used to this interface.

### Efficiency:

The efficiency of the system is great once the user has learned the design. Fly Wash interface are in simple design. From the result of our usability test, user spent about one or two minute to perform a task.

### Memorability:

Fly wash interface is in simple function and design. User will be easier to remember how to use the system once they learned even after a period of not using it.

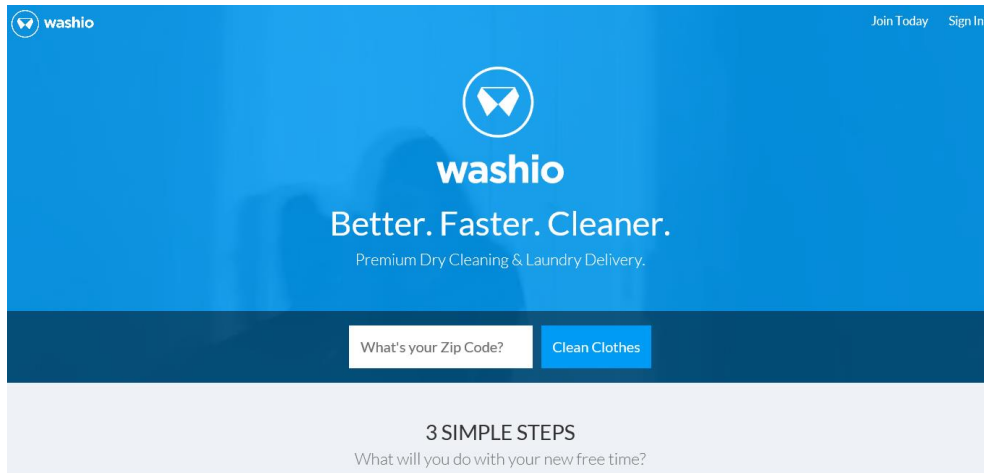
### Errors:

Based on our result of usability test, most of the error happens at the user login page, register page and request pick up page. These pages required user to fill the information in the form. If the user does not fill the form correctly, the system will detect error and display a message for the user to correct their errors.

### Satisfaction:

Aside from not having any guide, user find it pleasant to use because the interface and the form are not complicated.

## Washio:



## Learnability:

Washio provide some guide for any user who visit their page. Their guides are simple and understanding which make is easy for any user to learn.

## Efficiency:

Based on their interface design and the provided guide, it is easy to say that most of the tasks can be completed under 1 or two minute. The forms are arranged properly and easy to fill.

## Memorability:

With the guide provided, user will not have problem of using it even after a period of not using it.

### Errors:

The error we encountered so far was at the sign up page. When on the sign up page, user cannot go back to the main page. The Sign up page does not provide any links or button for user to go back to the main page. They must perform the register task to proceed to the next page.

### Satisfaction:

With the simple designed interface and guide provided, it is very for user to use this system.

## Wash Cycle Laundry:



### Learnability:

Wash Cycle Laundry did not provide any guide on how to use their system. But the website briefly explained about their services. With this interface, user which encountered the design for the first time will find them a little bit difficult to learn how to use.

### Efficiency:

The system is design simply for efficiently perform the task. With the explanation of the services and details of the form, user can perform the task easily.

### Memorability:

It is quite hard for user to use the system after a period of not using it because the form required detail information which make user quite confused if they forgot how to perform the task.

### Errors:

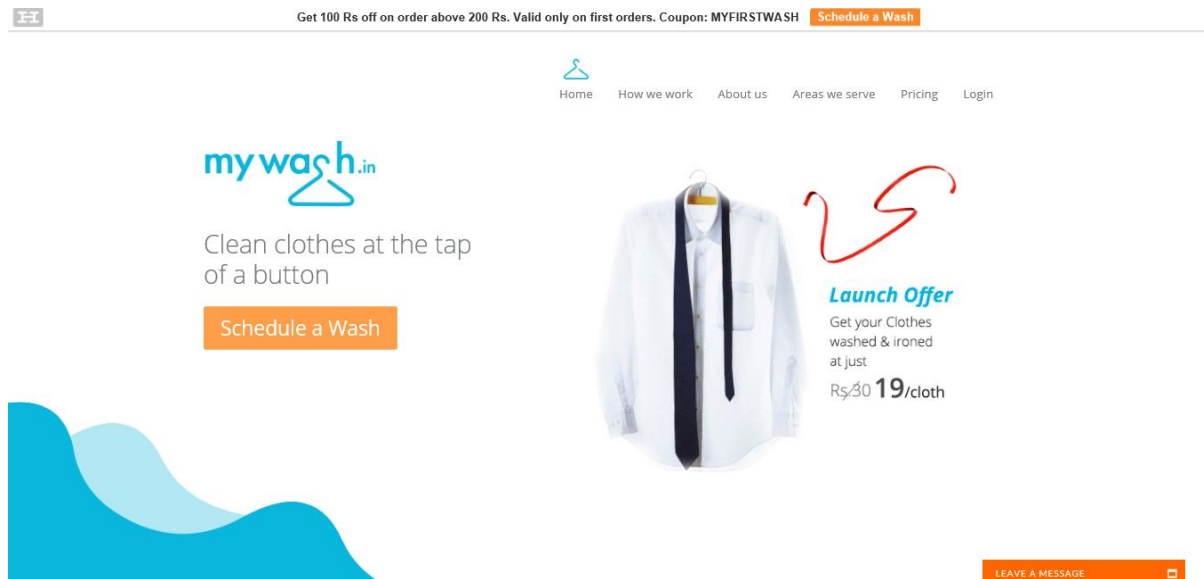
The errors might occur at the request pickup task. It required user to enter a code to check about location of the user's home whether they are within their coverage. If the code entered incorrectly, the system required the user to re-enter the code.

### Satisfaction:

Because of the details of the form, it is quite unpleasant for user because it will take some time to fill the form.



## My Wash:



## Learnability:

My Wash provide user guide to use the services step by step which make it easy for user to learn.

They also provide their contact info for any question about the system.

## Efficiency:

It is designed simply for efficient use once they learned how to use the system. The form does not require details information from user.

## Memorability:

With the guide provided, the user will not have any problem about forgetting how to use the system.

### Errors:

We do not found any errors in the system so far. If the error does occur, the user can refer to the guide at the home page.

### Satisfaction:

The interface design simply and the functions are properly work, user find it quite pleasant to use.

## Discussion:

From the usability study of the application, Fly wash have some difference compare to other similar web-based system. All the system has login and register function for user to access the website. Some of the system does not provide user guide to used their system and some of the system has a detail form for user to fill. Compare with other similar web-based system, Fly wash does not have any manual guide for user to learn to use the system. It is designed for user with experience on using the system. Fly Wash website did not notify user whether the request is accepted by the admin.

## Conclusion:

With the discussion, we find that our project has some difference compared to other similar web-based system. The Fly wash interface design and the functions are not good enough compare to other system.

## Reference:

1. <http://www.washcyclelaundry.com/>
2. <https://mywash.in/#home>
3. <http://www.getwashio.com/>