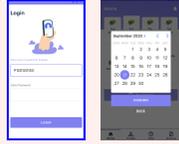


Service Blueprint

• Aditya - Hospital Staff • Yash - Service Employee • View in the numbered order for the complete service flow

Stage	Awareness	Onboarding with the service	Installation and Setup	Waste Generation	Collection and Replacement	Transporting and Autoclaving	Material Recovery		
Timeline	Day 1	Day 1	Day 1	Day 2	Day 5	Day 5	Day 5		
Channels & Touchpoints	Radar X App		Radar X App & Device	Radar X Device	Radar X App				
Journey	<p>1</p>  <ul style="list-style-type: none"> The hospital administrator wants to avail a service to manage the sharps waste Registers with Radar X and buys the optimal subscription plan from a pool of options 	<p>2</p>  <ul style="list-style-type: none"> Aditya signs-up in the application Books a suitable day and time for installation and setup 	<p>7</p>  <ul style="list-style-type: none"> Aditya informs about the injection stations for Radar X installation He receives notification once installation completes 	<p>8</p>  <ul style="list-style-type: none"> After successful installation, the Radar X device is used for segregation and disposal of the syringe post immediate use 	<p>10</p>  <ul style="list-style-type: none"> On the collection day, Aditya receives a notification on his app that the collection truck is arriving soon 	<p>13</p>  <ul style="list-style-type: none"> Aditya gets notified once the process of collection and replacement completes 	<p>15</p>  <ul style="list-style-type: none"> Aditya gets an overview of the waste disposed off by the hospital on that specific day 	<p>18</p>  <ul style="list-style-type: none"> Aditya stays updated with the progress of the waste collected 	<p>21</p>  <ul style="list-style-type: none"> Aditya can view the stats on the resources that were saved by using our service
Frontstage Actions	<p>3</p> <ul style="list-style-type: none"> Displays the registration user interface Displays service plans Provides Log-In credentials for the hospital staff 	<p>3</p> <ul style="list-style-type: none"> Provides options to schedule installation and setup Provides details about the service installation employee 	<p>6</p>  <ul style="list-style-type: none"> Yash visits the hospital and installs the Radar X devices along with the safety boxes at the injection stations Scans all the safety boxes to create a log to be accessed at later stages 	<p>8</p>  <ul style="list-style-type: none"> Audio-visual feedback is relayed by Radar X once the segregation and disposal of the syringe completes 	<p>9</p>  <ul style="list-style-type: none"> Yash leaves for the hospital to collect and replace the safety boxes with provided transportation 	<p>11</p>  <ul style="list-style-type: none"> After reaching the hospital, Yash scans the barcode embedded on each safety box and replaces them with the reusable sterilized safety box 	<p>14</p>  <ul style="list-style-type: none"> Yash loads the safety boxes onto the truck and leaves the hospital and heads either to the next hospital for waste collection or to the autoclave facility 	<p>16</p>  <ul style="list-style-type: none"> After reaching the autoclave facility, Yash scans all the boxes and autoclaves them 	<p>19</p>  <ul style="list-style-type: none"> Yash takes the collected autoclaved waste to the material recovery centre
Backstage Actions	<ul style="list-style-type: none"> Creating hospital profile AI processes the entered data and recommends the most viable service plan 	<p>4</p> <ul style="list-style-type: none"> The app relays the booking information to Yash 	<p>5</p> <ul style="list-style-type: none"> The app provides details about the destination location through GPS and Maps API 	<ul style="list-style-type: none"> Mechanism of the needle cutter detects the needle and cuts it, segregating the needle and the barrel into two different containers 	<ul style="list-style-type: none"> App using AI recommends the most efficient route for waste collection from different hospitals 	<p>12</p> <ul style="list-style-type: none"> Safety boxes unlock upon scanning The app logs the serial number of the safety box to maintain transparency and prevent illegal activities 	<ul style="list-style-type: none"> The app provides the details about the upcoming destination location through GPS and Maps API 	<p>17</p> <ul style="list-style-type: none"> The app updates the progress of the collected waste in real-time 	<p>20</p> <ul style="list-style-type: none"> The app creates a repository of data on the amount of resources saved/recovered
Support Process	<ul style="list-style-type: none"> Website development Work out on different plans to be offered 	<ul style="list-style-type: none"> Create a functional, usable, intuitive, and user-friendly application 	<ul style="list-style-type: none"> Partnering with companies to manufacture Radar X device Transporting the devices that need to installing 			<ul style="list-style-type: none"> Sanitizing and disinfecting the collected safety boxes 	<ul style="list-style-type: none"> Grouping of hospitals in different zones based on location and the amount of waste generated to make a decentralized network Partnering with medical facilities that can provide their autoclaves on a rental basis 	<ul style="list-style-type: none"> Partnering with Material Recovery Centers 	
Sustainability Actions			<ul style="list-style-type: none"> Making the devices modular for easy repairment 	<ul style="list-style-type: none"> Less energy-demanding 		<ul style="list-style-type: none"> Developing a community-driven service where the products are being shared and used up to their full potential 	<ul style="list-style-type: none"> Bringing the materials (stainless steel and PP plastic) back into the loop at the material input step 		