Academy X^i

Section 1a: Project Brief

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Company Overview

We are on a mission to enable everyone regardless of their ability to be able to get out and explore the great outdoors.
Our first product, the Gecko Traxx tyres are a portable and affordable wheelchair accessory that wrap around the standard on-road tyre of a wheelchair and enable wheelchairs to get off-road.

Project Overview - Improving The Wheelchair Scripting/Measuring Process

We are beginning a new project in the development of a new manual wheelchair to build on from the original Gecko Traxx product.

We are currently looking at how we can improve the user experience of the scripting (measuring) process of a person before the custom manual wheelchair is built.

Background Information/Current State
Typically for a long-term active wheelchair user, the manual wheelchair that they use is custom-made for them, all angles and lengths are made to measure.
To have the chair custom made, initially their existing chair or them personally will be measured up and data points taken. This data is often measured using a tape measure and 'eyeballing it'. While this can be a little inaccurate depending on the person measuring, it is also often a bit intrusive and awkward when someone is poking and prodding to take measurement with a tape measure.
All up, this scripting process generally takes around 15-20 minutes to get all the measurements required.

Currently, the industry standard for recording the data when scripting a wheelchair is via an interactive .pdf, often filled in via a phone or iPad and then saved with the client's name. Or a piece of paper is manually filled in then scanned.
This data is then sent to the wheelchair manufacturer for the wheelchair to be made.
See attached an example of a wheelchair script form.

We are looking for insights into how this current process and user experience of the scripting (measuring) process of a person before the custom manual wheelchair is built can be improved. The insights will come by talking to two main groups to explore their experiences of how this might be improved:
- Wheelchair Users (the people getting a wheelchair scripted/measured.)
- Wheelchair Business Owners (the people scripting/measuring the wheelchair.)

That said, we have some existing ideas on the areas that might need improvement:
- Ways to reduce discomfort of taking measurements. Is there a better way to take measurements?
- Enable a person to 'experience' what their new chair would feel (and look?) like immediately. Is there a way to incorporate a try-before-you buy type experience? An adjustable chair frame combined with VR?
- Is there a way to reduce the chances of incorrect data being input and therefore reducing the chances of a wrong chair geometry being produced.

Project Objectives
- Find key insights on the pain points people experience when having a wheelchair scripting/scripting a wheelchair.
- Develop a concept of what might be a solution to these pain points.
- Develop a mockup/MVP of solution.

Pain Points
- Occasionally the data collected is input wrong, causing the custom wheelchair to be built incorrectly and a new chair is required to be made. This is an expensive error and time consuming for a new chair to be made. As much as we can we need to minimize the risk of wrongly inputted data.
- The person that is being measured up cannot feel exactly what the new chair is going to feel like. Hence there is no way of checking it is it going to be comfortable.
- It can be awkward to have someone poking and prodding with a tape measure to manually take the measurements. How can we remove this?
- The agent or person measuring up the wheelchair user will have to travel in meet the person. IS there a way in which we can remove this step?
  Not critical as this is often used for customer relationship building

What would success look like?

- A better understanding of the current customer experience and journey.
- A better understanding of the current person scripting the wheelchair's experience and journey.
- A concept and mockup of a solution to these problems.