




The model is for:

- 1) **George** to understand what is necessary to maintain and repair his car and for
- 2) **The dealer** to understand George's needs



 **Empty wallet:** George thinks the car service will cost a fortune

 **Service indicator:** The car displays the service message

 **Umbrella and rain:** Monica thinks that without a car she will wait in the rain for the bus and need a longer commuting time

Service design
The model shows the service offered by the dealer to maintain and repair George's car.