

Free Ride Project Proposal

Carnegie Mellon School of Design

Background

We are a group of five Carnegie Mellon design students working on our senior studio project. Our project began in January with research for Construction Junction during which we worked to improve the organization of incoming inventory for the receiving area. The research we conducted consisted of direct interviews with employees and observation of the overall process in order to identify key opportunities for improvement. As an organization that resides in the receiving area of Construction Junction, Free Ride's similar principles attracted our attention. We feel that there are several parallels between Construction Junction's receiving area and Free Ride. We had the opportunity to talk with Scott about possible areas for our group to focus on. Along with their overlapping principles, the two organizations share similar processes of material handling. Based on this, our group felt that we could apply previous research from Construction Junction to find opportunities within Free Ride.

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Opportunity Areas

Based on our first visit to Free Ride, there were several potential opportunities that were apparent.

Communication

- Clear signs to introduce the volunteer process and the waiting process at entry
- Simple how-to format instructions for building bikes or components of bikes

Flow

- Organized process for donated bikes
- Organized process for volunteers
- Organized traffic of workers/volunteers

Timeline

Our first steps will include further research of Free Ride's system.

A tentative schedule follows:

- March: Research (interviews, observation)
Identify areas of focus
Formulate preliminary ideas
- April: Co-design (include feedback of employees)
Identify final solutions
Presentation of final solutions
Implement solutions