Cynthia's story

Cynthia works as a material cutter and seamstress at a small clothing design and manufacturing company, which produce a range of fashionable garments particularly designed for middle to larger sized woman (incl. dresses, shirts, blouses, pants, bags, and belts). Her job is to turn raw materials into complete ready-to-sell garments. Cynthia is responsible for recording which raw materials she has used during the manufacturing of garments. Additionally, the garments produced need to be recorded in the system so that stock levels can be updated. Cynthia has no direct access to the company's SAP system since she is not provided with a laptop, as this is impractical for her working environment. She therefore has to write her recordings on paper and submit them to the manager who will enter them manually into the companies SAP ERP system. This approach is redundant and very unreliable since the records are not always accurate and the paper on which they are recorded could be misplaced. A pain-point for Cynthia is that her weekly wages are based on the number of garments she produces as well as her efficiency in terms of raw materials usage (i.e. reduce the amount of wasted raw material). These problems provide a challenge, in general, for the company in terms of maintaining its raw materials usage updating the stock consisting of manufactured garments.

Therefore, the following SAP Fiori app is proposed which attempts to address these 2 particular problems facing Cynthia and the company she is working for, namely: Having to accurately and mandatorily record raw material usage during the garment manufacturing process, and notify and submit a finished garment to the manager so that the stock levels can be updated.

This app has been specifically selected to address the problems faced by Cynthia and her company, but this problem is relevant to all companies that deal with maintaining stock of both raw materials and finished products through a manufacturing process. The segment aimed at for this particular app, is chosen due to the additional constraints of the working environment, such as the lack of laptop or desktop computers for the material cutters and seamstresses. These constraints make an ideal consideration for an SAP Fiori app that can be deployed on a mobile device, is user-friendly and can, with minimal effort, interact with the company's SAP ERP system. The app aims at significantly increases the efficiency and accuracy with which Cynthia works.

Name: Cynthia

"For me, I would to…":
Improve the accuracy of the recordings of my raw material usage while I am manufacturing a garment.

Background:
29 year old with 2 children; high school certificate; 10 years' experience as a material cutter and seamstress; motivated to learn; comfortable with the functions of a smart phone

Job Title / Role: Material cutter and seamstress

Job Responsibilities (Main tasks and frequency):
- Manufactures (cuts and sews) between 5 – 8 garments a day
- Records her usage of raw materials and submits this to her manager
- Sometimes, 2 – 4 times a year, has to train new material cutters and seamstresses

Main Goals:
- Manufacture more garments per day while maintaining a good level of quality
- Reduce the amount of raw material wasted due to mistakes or inaccurate measurements

Needs:
- I need to easily record the raw materials and quantity that I use for garments
- I need to submit these recordings and the new garment to my manager to ensure that the quality is acceptable
- I need to make sure that I will manufacture enough garments to earn my target weekly wage
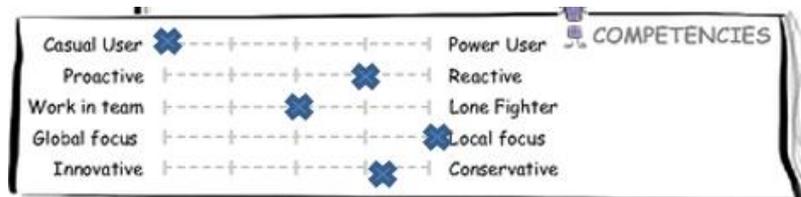
Pain Points:
- The raw materials need to have standard names or indicators to keep consistency (it takes too long to write the barcode number down)
- Recording of raw material usage on paper is inaccurate as I don't always remember to do this or I do not remember the quantities of raw materials I used

Stakeholders:
- Manger
- Trainees

Competencies:

Casual User	✖						Power User
Proactive					✖		Reactive
Work in team				✖			Lone Fighter
Global focus						✖	Local focus
Innovative					✖		Conservative

Introduction to Design Thinking
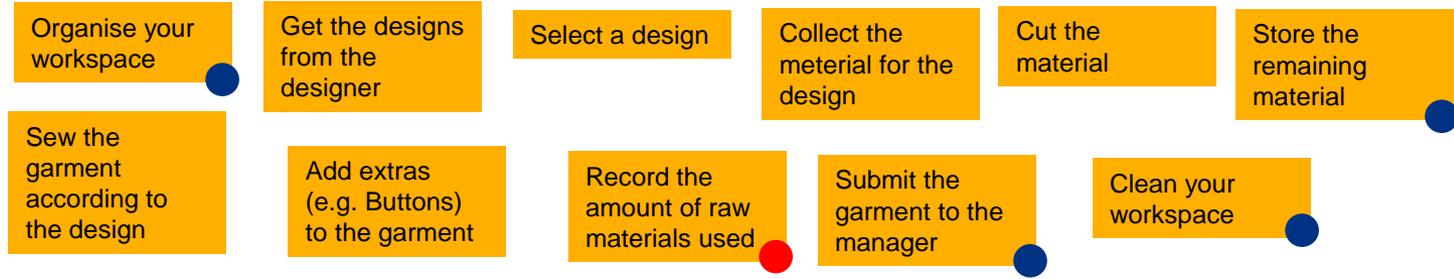## User Experience Journey

Current User Experience Journey

Duration of the Journey: 60 min

Mindset

What is on the Persona's mind while taking the actions of their journey? How do they feel each step of the journey?

Nice designs today! ☺

Good coffee!

I hope there is enough material

Check Facebook

Need to reach my target today!

Which garment is first?

Where are my recordings???

I hope the manager will be satisfied with the quality

Actions

What actions and activities does the Persona take while going thru the journey to achieve their goal?

Organise your workspace

Get the designs from the designer

Select a design

Collect the meterial for the design

Cut the material

Store the remaining material

Sew the garment according to the design

Add extras (e.g. Buttons) to the garment

Record the amount of raw materials used

Submit the garment to the manager

Clean your workspace

Touch points

*What touch points does the Persona have?
(Tools, channels, devices, conversations, and so on.)*

Workspace

Cutting and Sewing machine

Mobile device

Garments

Designer

Pen and paper

Storage containers for raw materials

Garment designs

Pieces of material

Manager

SAP Cynthia

Garment

Blouse
★★★☆☆

4 Raw Materials   Today

Pants
★★★☆☆

3 Raw Materials   Today

Bag
★★★☆☆

8 Raw Materials   Today

Pants
★★★☆☆

5 Raw Materials   Today

Dress
★★★☆☆

7 Raw Materials   Today

Pants
★★★☆☆

Today

i

Raw Materials (3)   +

Material 6589012
MT6589012   **3,25 Meter**   ✏ ⊗

Zip Classic 2104488
ZC2104488   **1 Unit(s)**   ✏ ⊗

Button Classic 2157897
BC2157897   **5 Unit(s)**   ✏ ⊗

Submit   Cancel

Garment Details

Garment Type: | Pants

Manufactured Date: | 10/05/2015

Garment ID: 123456789123

Raw Material

Material

Qty **Unit(s)**

Save | Cancel