Design Thinking

Story:

In a typical Oil and Gas industry, field worker goes to plant and perform work. Before going to plant there are several activities to be followed (Assuming Industry is using SAP Plant Maintenance module):

1. Work Order with its component (Functional location, Equipment etc.) gets created in SAP Backend
2. Work Order gets assigned to a particular field worker or a crew
3. If crew is using mobile device (Ex SAP Work manager) then they receive work orders on handheld or without mobile application they get print outs.
4. Next step is to obtain Permit to Work before entering to plant and to do so they perform below tasks:
   (a) Fill permit to work form with the work order details and submit to supervisor. This is a duplicate effort of data entering.
   (b) Go to the counter and stand in queue to submit the form
   (c) After getting the form supervisor checks the filled details and confirms from SAP System. Again duplicate effort.
   (d) Next day worker goes to counter and stand in a queue to collect the signed form. If not signed then repeat the process.
   (e) After collecting the signed form move to plant
   (f) At the entrance again there is a queue, inspector checks the signed form
   (g) After checking worker is allowed to plant and execute the work

How to solve the duplication of effort and streamline the process?

SAP Fiori will be a savior of field worker and supervisor. Supervisor will be given a iPad with Fiori application Permit to Work.

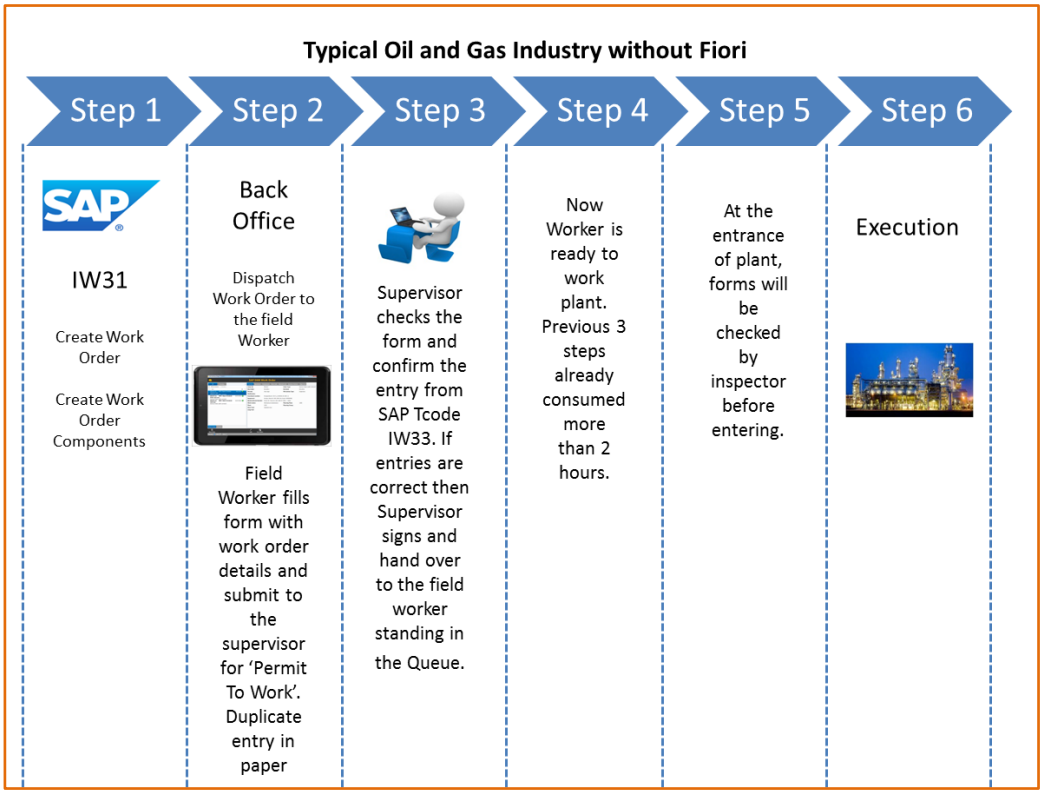
How this application will work?

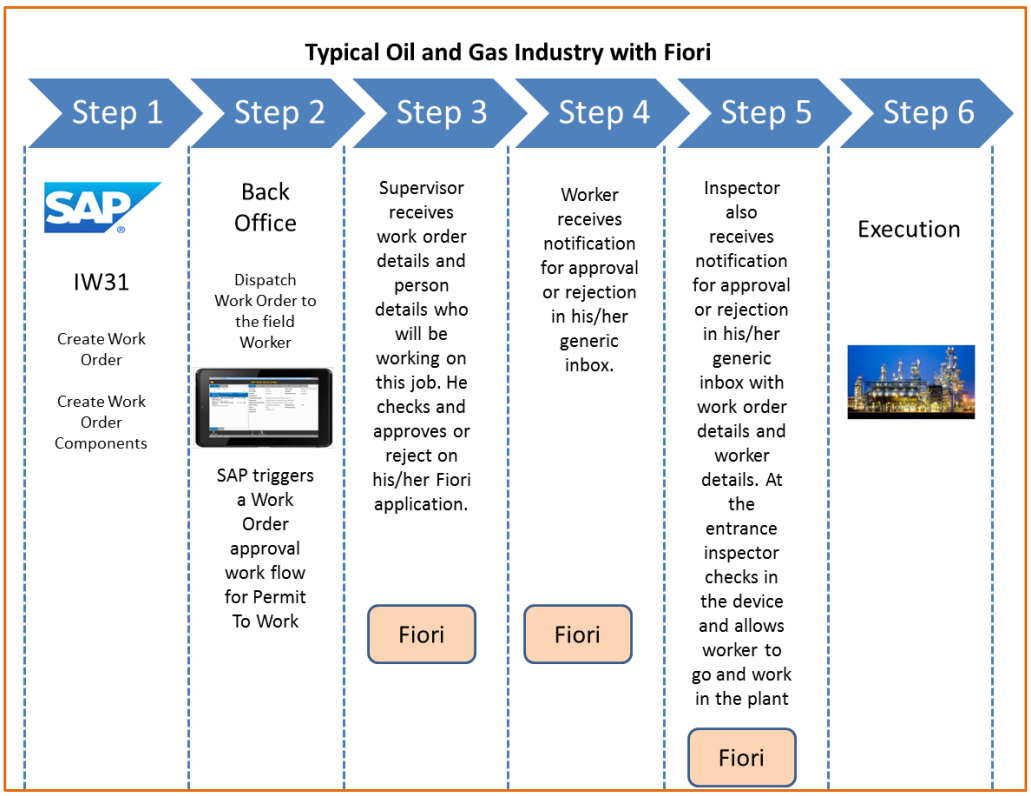
1. As soon as work order is dispatched to field worker then at same time permit to work request will be sent to supervisor with work order details and worker details. Manual filling of Permit to Work form can be eliminated.
2. Supervisor will launch the Fiori launch pad and open the Permit to Work application. He need not login to SAP to cross check the information because all the information is being sent from SAP backend itself.
3. Supervisor can then approves or rejects the Permit to Work request with comments
4. After the supervisor action, a notification will be sent to Field Worker and Plant inspector in their Fiori Generic Inbox.

Conclusion:

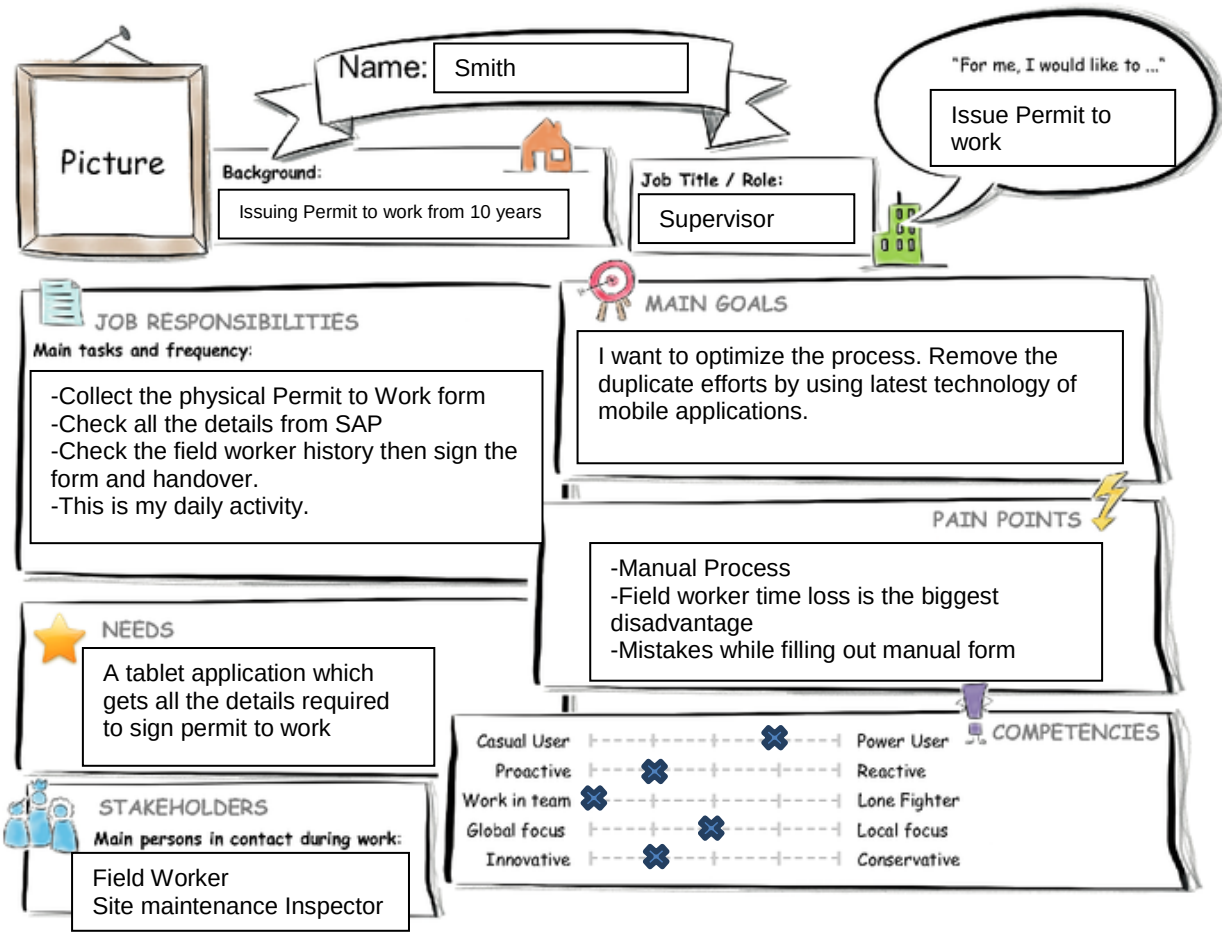
Huge time saving per man day by eliminating paper based manual work.

Process Diagram:

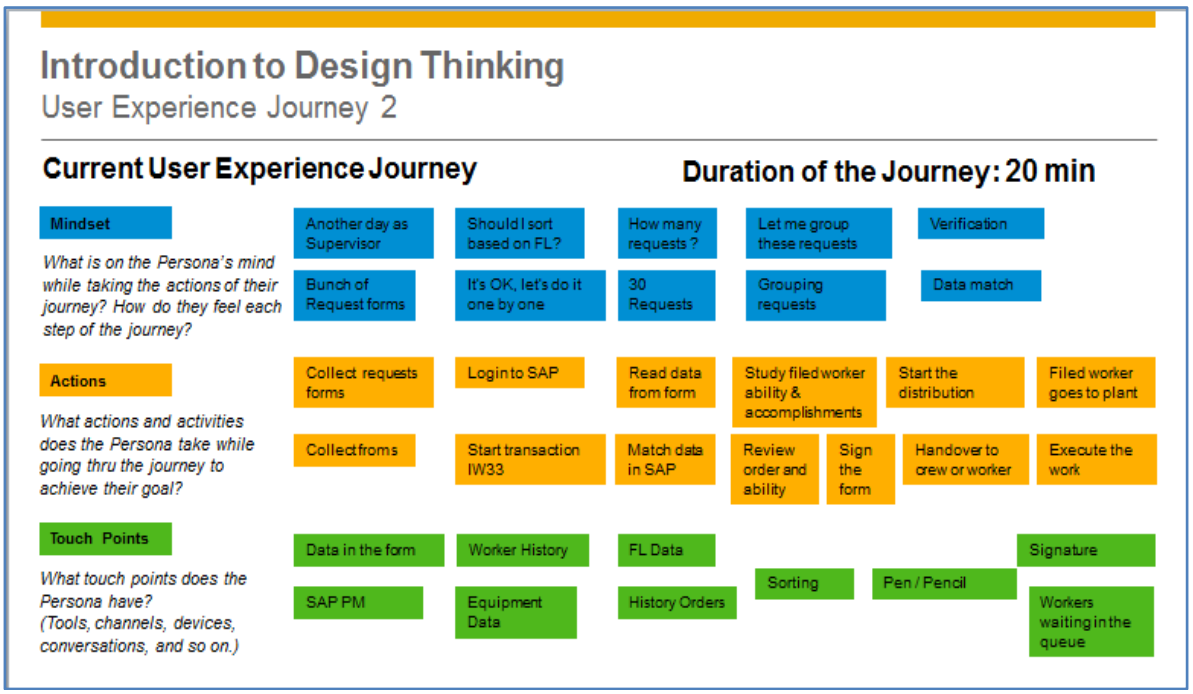


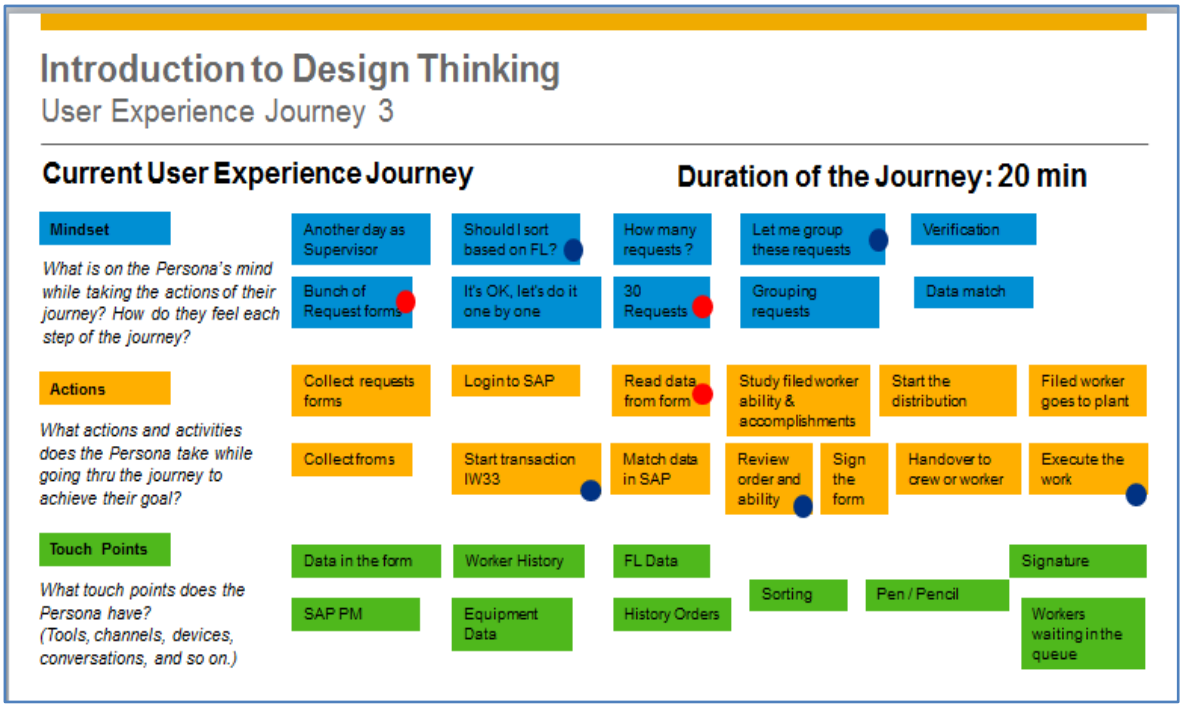


Persona



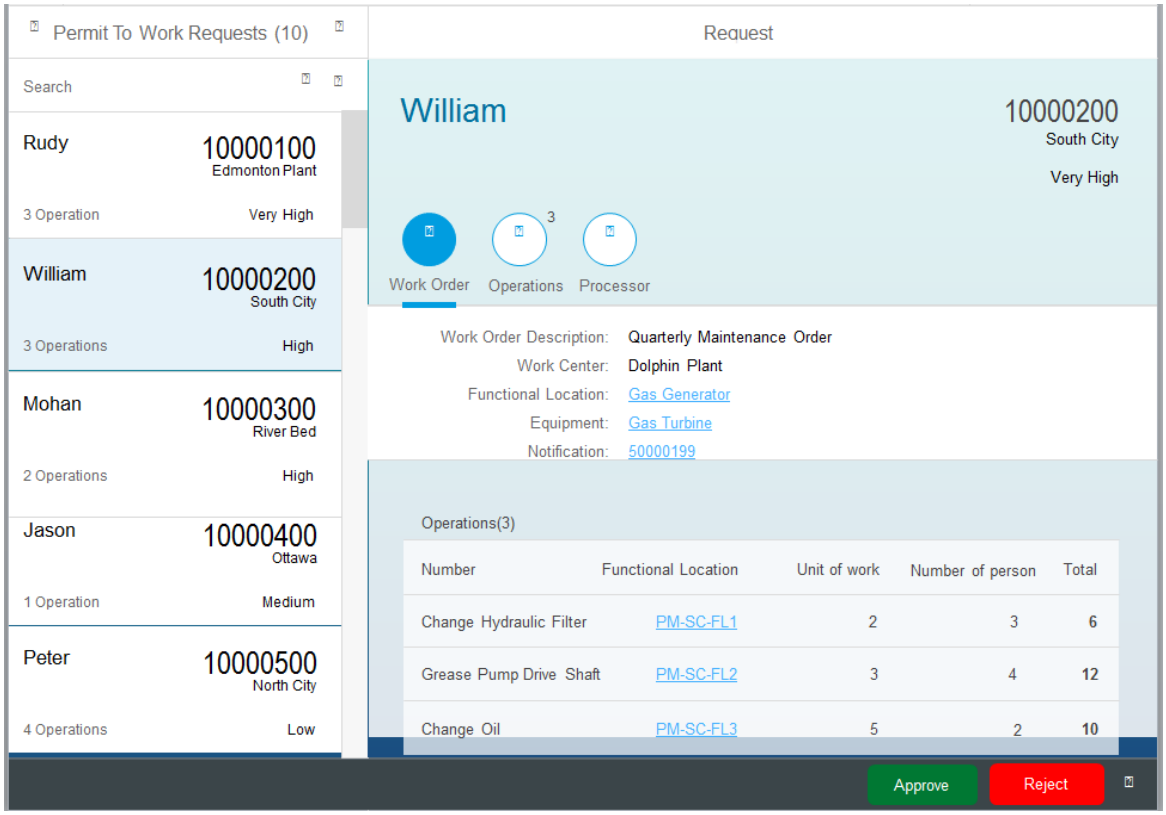
User Experience Journey:





Mock Up:

Page 1:



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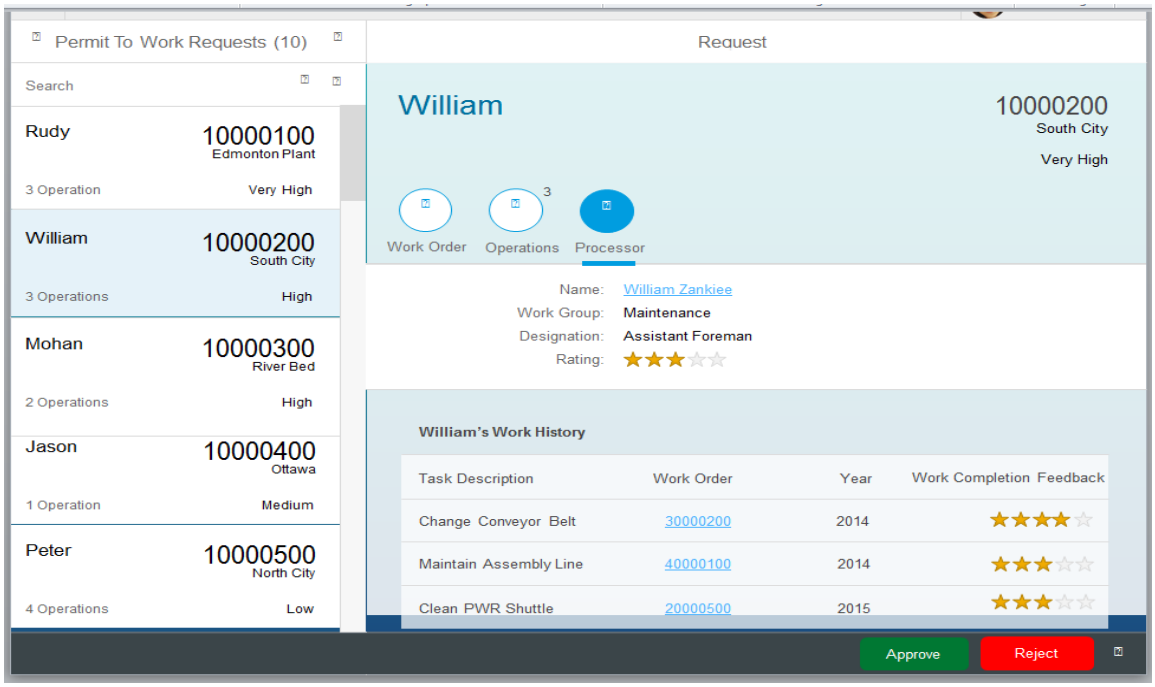
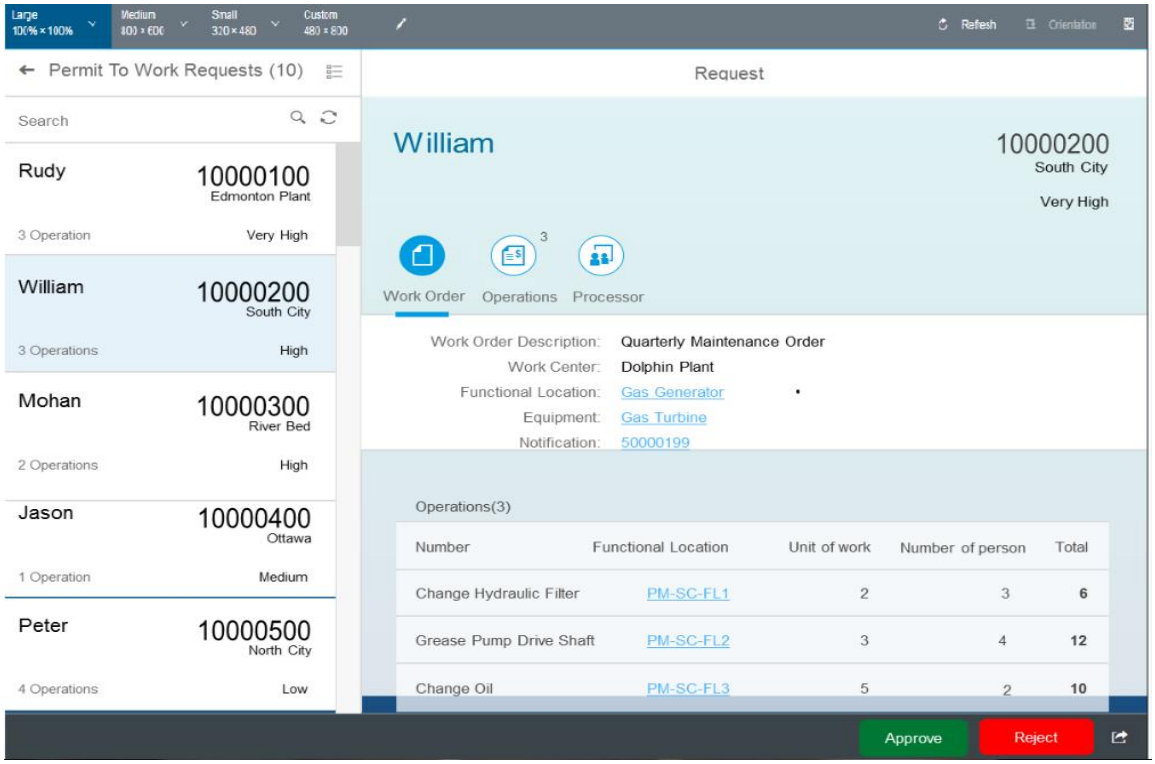


SAP Web IDE App

Page 1



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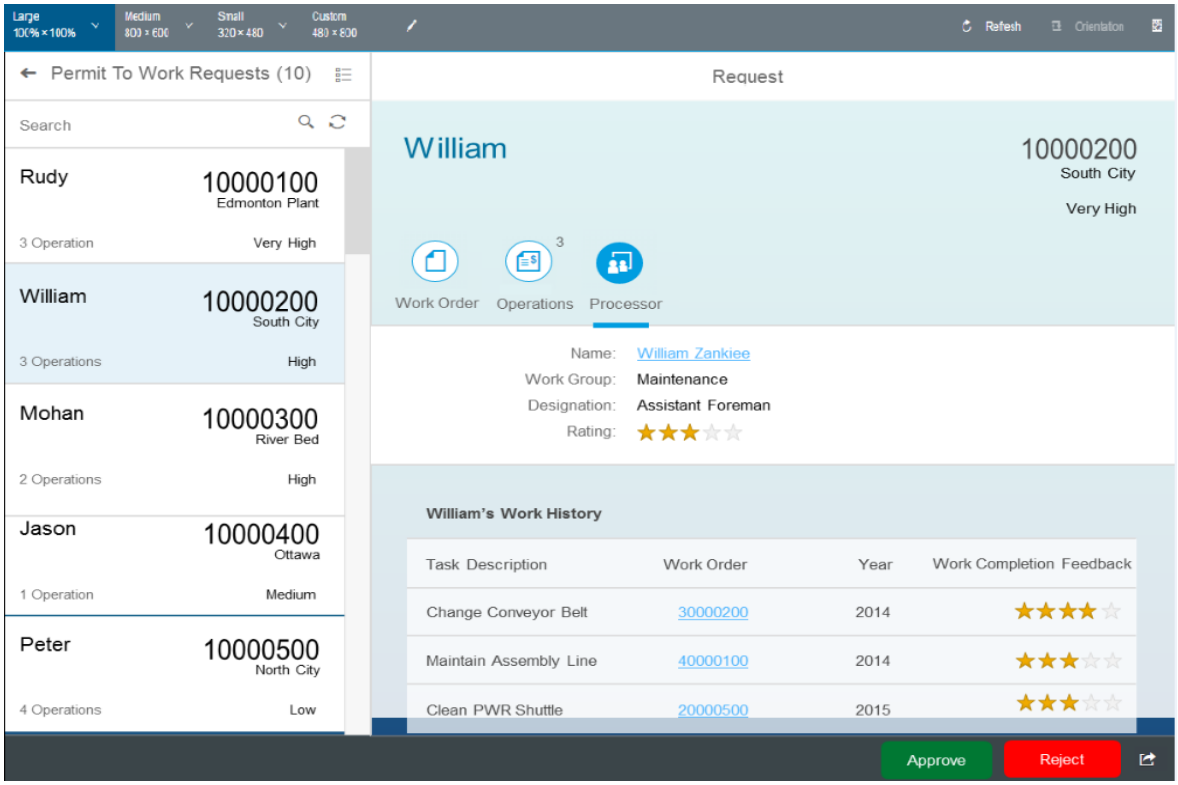
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100% × 100%
Medium
800 × 600
Small
320 × 480
Custom
480 × 800
Refesh
Orientation
Permit To Work Requests (10)
Search
Rudy
10000100
Edmonton Plant
3 Operation
Very High
William
10000200
South City
3 Operations
High
Mohan
10000300
River Bed
2 Operations
High
Jason
10000400
Ottawa
1 Operation
Medium
Peter
10000500
North City
4 Operations
Low
Request
William
10000200
South City
Very High
3
Work Order
Operations
Processor
Name: William Zankiee
Work Group: Maintenance
Designation: Assistant Foreman
Rating:
William's Work History
Task Description
Work Order
Year
Work Completion Feedback
Change Conveyor Belt
30000200
2014
Maintain Assembly Line
40000100
2014
Clean PWR Shuttle
20000500
2015
Approve
Reject