

QM Sampling - Design Challenge

1 - Story

Adrian is happy today because today is the "Quality test day". He works in an Ice Cream factory and he is part of the "Product Quality Assurance Team". Today He will test ice creams.

He needs to report the quality test results to four leaders. Your own quality leader, the warehouse manager, the product line responsible, and the product marketing responsible. The test could fail because storage conditions, product defects and visual presentation issues.

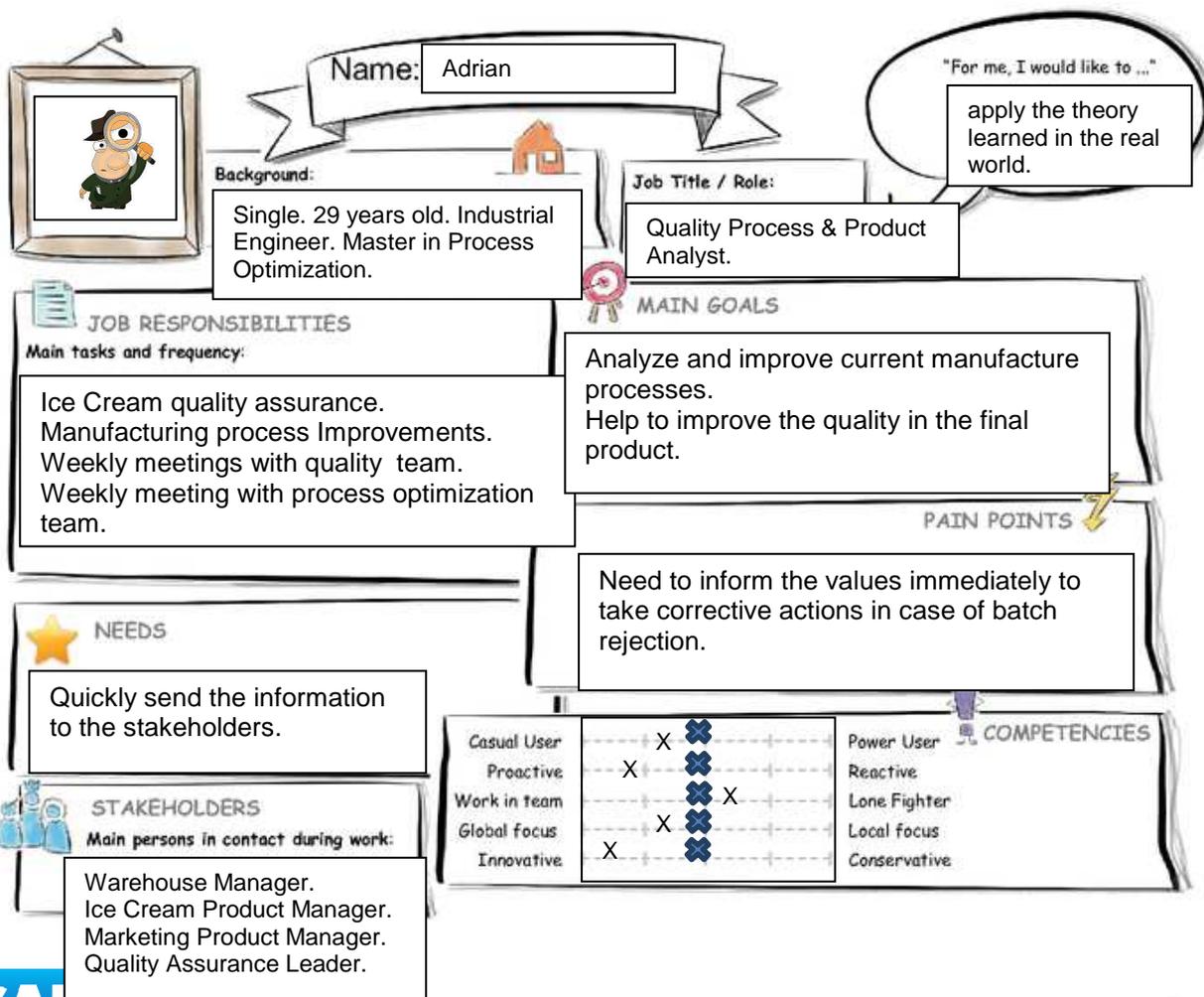
He travels 1 hour from your own office to the production buildings, choose the product to test, takes notes, take photos if necessary and take detailed measurements, and then go back 1 hour to your office to load the results into the system and send the emails to the stakeholders with the results.

He thinks that your task could be easier if He load the results, notes and photos on-site using an app and a tablet and then the results will be loaded immediately into the system.

So this app will help Adrian to load the data, notes and photos immediately into the system, then the stakeholders will be notified immediately by mail about the results (storage conditions, product defects, or marketing defects). Photos will be uploaded in a shared folder.

In that way the company can take the corrective actions quickly and effectively.

2 - Persona



Background:

Single, 29 years old, Industrial Engineer. Master in Process Optimization. Proactive, enthusiast. He wants to grow in the company.

Main Goals:

Analyze and improve current manufacture processes.
Help to improve the quality if the final product.
Analyze and Improve the existing quality procedures.
Reduce production times.

Needs:

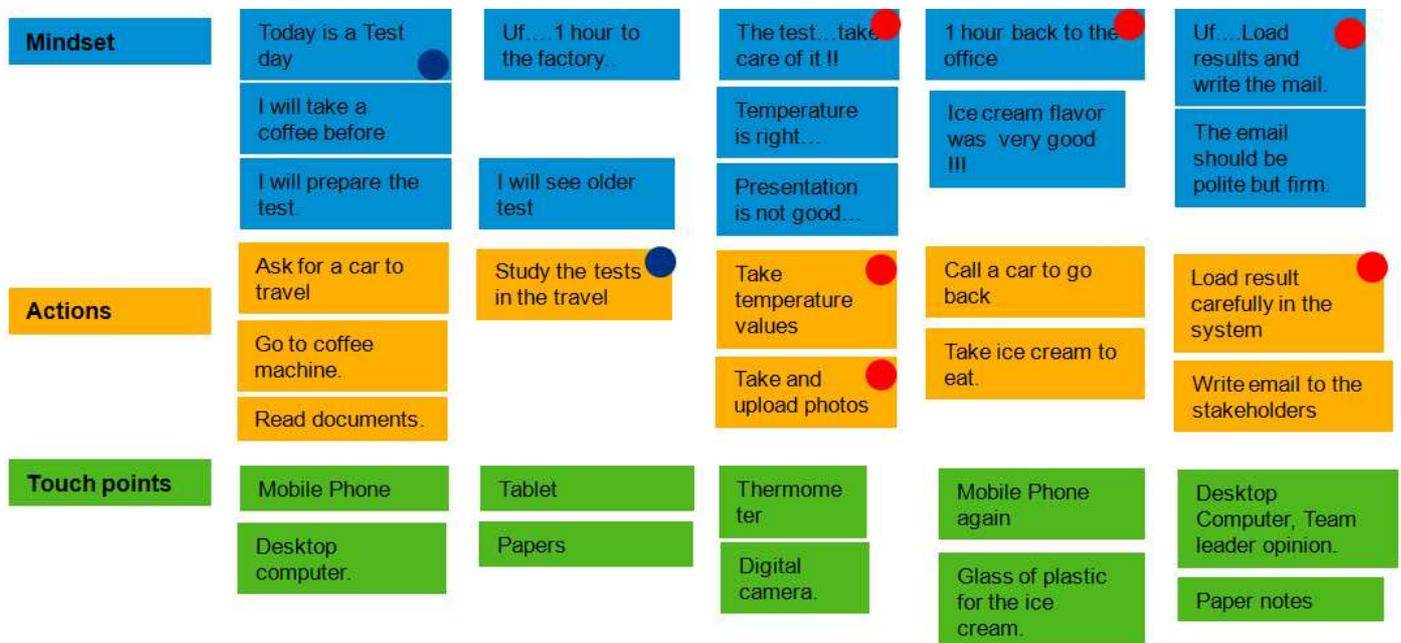
Quickly send the information to the stakeholders.
Send all the necessary information to take the better solution.
Collaboration in the solution.

Pain Points:

Need to inform the values immediately to take corrective actions in case of batch rejection.
Send all the details (measurements, photos and notes) to take the right decision.
Take the right actions to solve the batch rejection.
Choose the right values that model the actual situation and the improved situation.

3 - User Experience Journey

Duration 4hs.



4 - Point of View



User :

Adrian – Quality Process & Product Analyst.

Needs a Way to:

Quickly send the information to the stakeholders.

Because:

The solution in case of rejected batch should be as quickly as possible.

5 - Mockups

Master / Detail : Add Values (Splash and Build)

Products	Sample
<input type="text" value="Search"/>	ICECREAM 5L CHOC Product Number 456
ICECREAM 5L CHOC Product Number 456 Presentation BOX 5L	<div style="display: flex; justify-content: space-around;"> Add Note Photo History</div>
ICECREAM 10L CHERRY Product Number 753 Presentation PIL 10L	Characteristics and Values
ICECREAM 5L STRAWB Product Number 354 Presentation BOX 5L	Temperature: <input type="text"/> (Celsius) Presetation: ☆☆☆☆ Flavor: ☆☆☆☆ Ice Colors: ☆☆☆ Content: <input type="text"/> (Lts.)
	<div style="display: flex; justify-content: flex-end;">Save & Publish Save Draft</div>

Master / Detail : Add Notes(Splash and Build)

Products	Sample
<input type="text" value="Search"/>	ICECREAM 5L CHOC Product Number 456
ICECREAM 5L CHOC Product Number 456 Presentation BOX 5L	<div style="display: flex; justify-content: space-around;"> Add Note Photo History</div>
ICECREAM 10L CHERRY Product Number 753 Presentation PIL 10L	<Add comments here>
ICECREAM 5L STRAWB Product Number 354 Presentation BOX 5L	
	<div style="display: flex; justify-content: flex-end;">Save & Publish Save Draft</div>

Master / Detail : Add Photos(Splash and Build)

The screenshot shows the 'Add Photos' view in the SAP Web IDE App. On the left, there is a 'Products' list with a search bar and three entries: ICECREAM 5L CHOC (Product Number 456, Presentation BOX 5L), ICECREAM 10L CHERRY (Product Number 753, Presentation PIL 10L), and ICECREAM 5L STRAWB (Product Number 354, Presentation BOX 5L). The main area is titled 'Sample' and displays details for 'ICECREAM 5L CHOC' (Product Number 456). Below the product name are four icons: Add, Note, Photo (highlighted), and History. A 'Link to Share Folder' input field is present. At the bottom right, there are 'Save & Publish' and 'Save Draft' buttons.

Master / Detail : History(Splash and Build)

The screenshot shows the 'History' view in the SAP Web IDE App. The 'Products' list on the left is the same as in the previous screenshot. The main area is titled 'Sample' and displays details for 'ICECREAM 5L CHOC' (Product Number 456). Below the product name are four icons: Add, Note, Photo, and History (highlighted). Below the icons, it says 'History (3)'. A table shows the history entries:

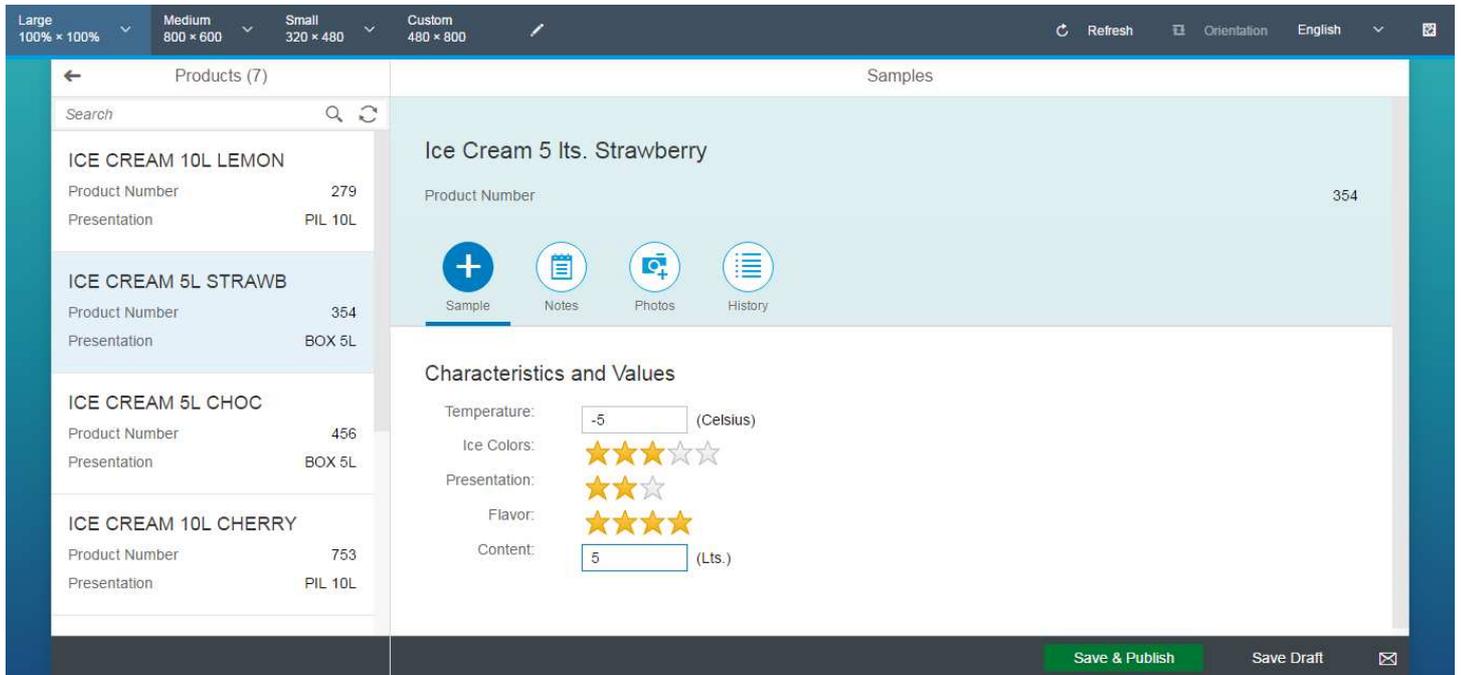
Sample	Batch Number	Created At
SMP0001	BATCH0001	15/04/2016
SMP0002	BATCH0002	01/03/2016
SMP0003	BATCH0003	12/02/2016

At the bottom right, there are 'Save & Publish' and 'Save Draft' buttons.

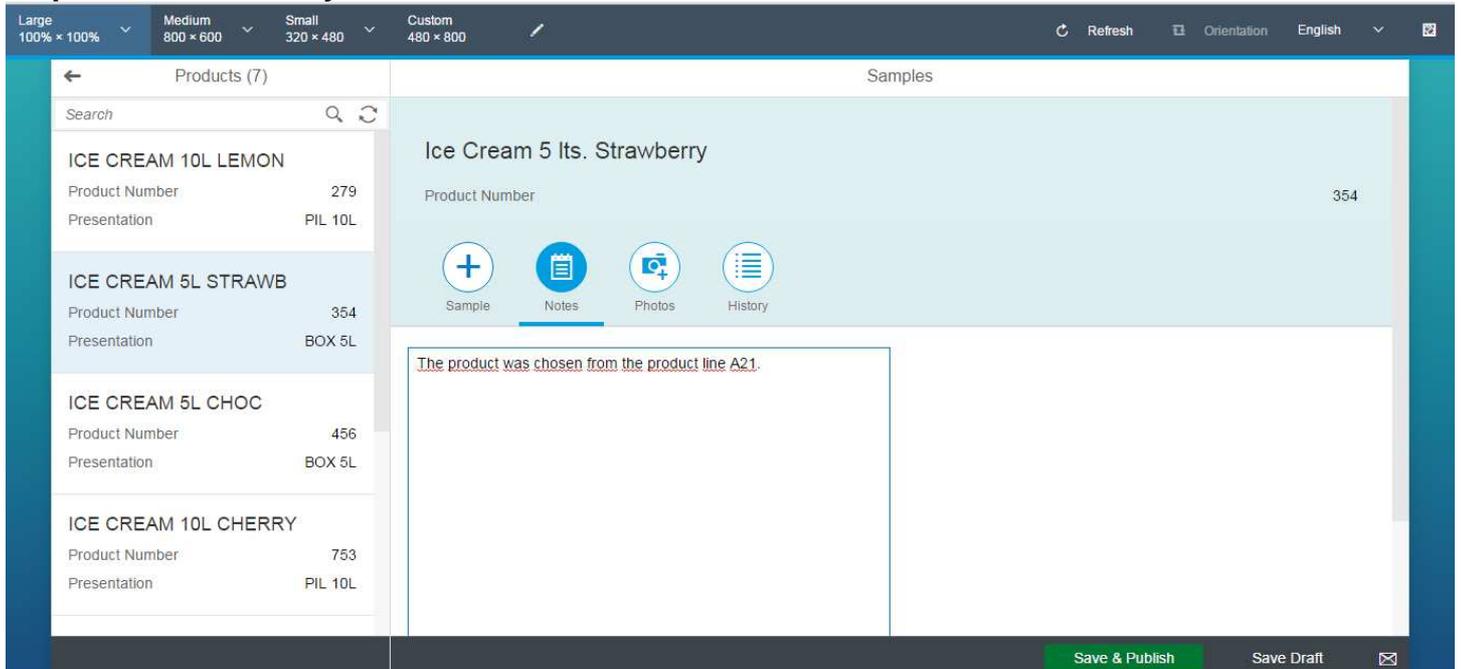
6 - SAP Web IDE App Prototype

Step 1: Choose a Product, take and load values.

You will get automatically the characteristics to be inspected.

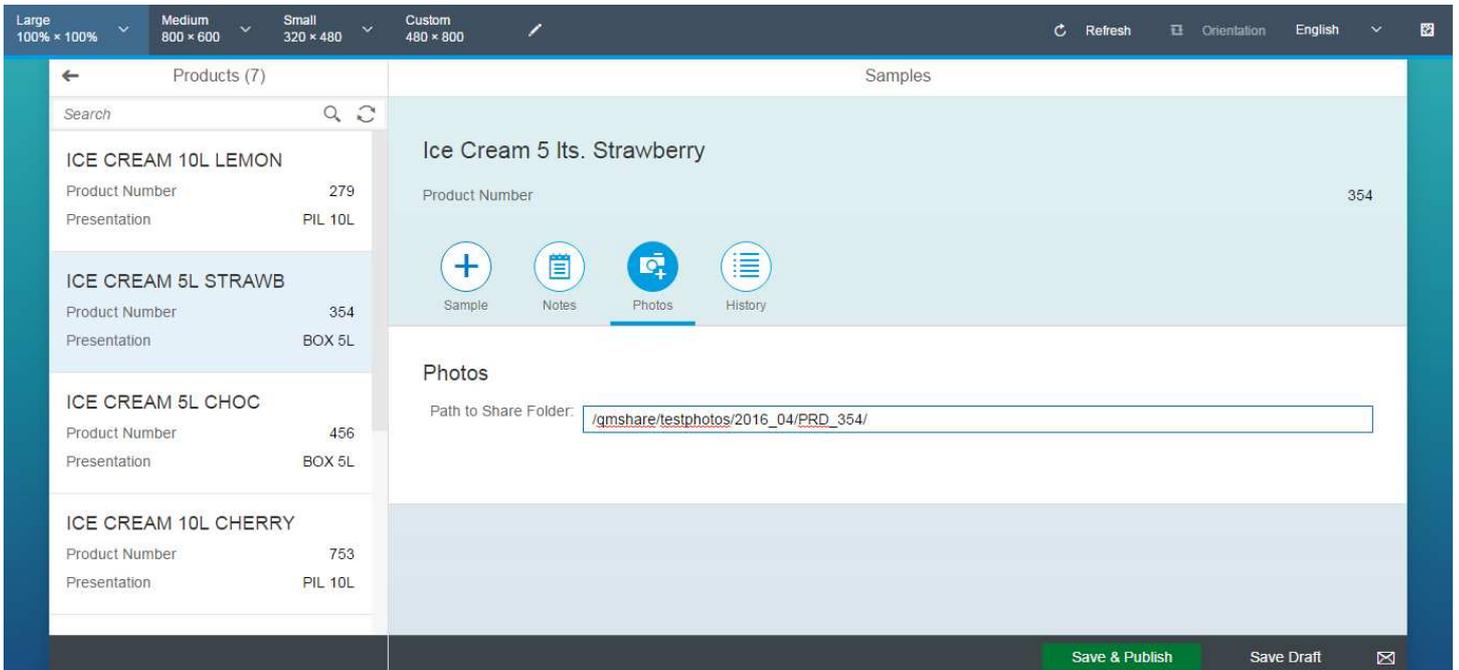


Step 2: Add notes to your tests to write relevant details about the results



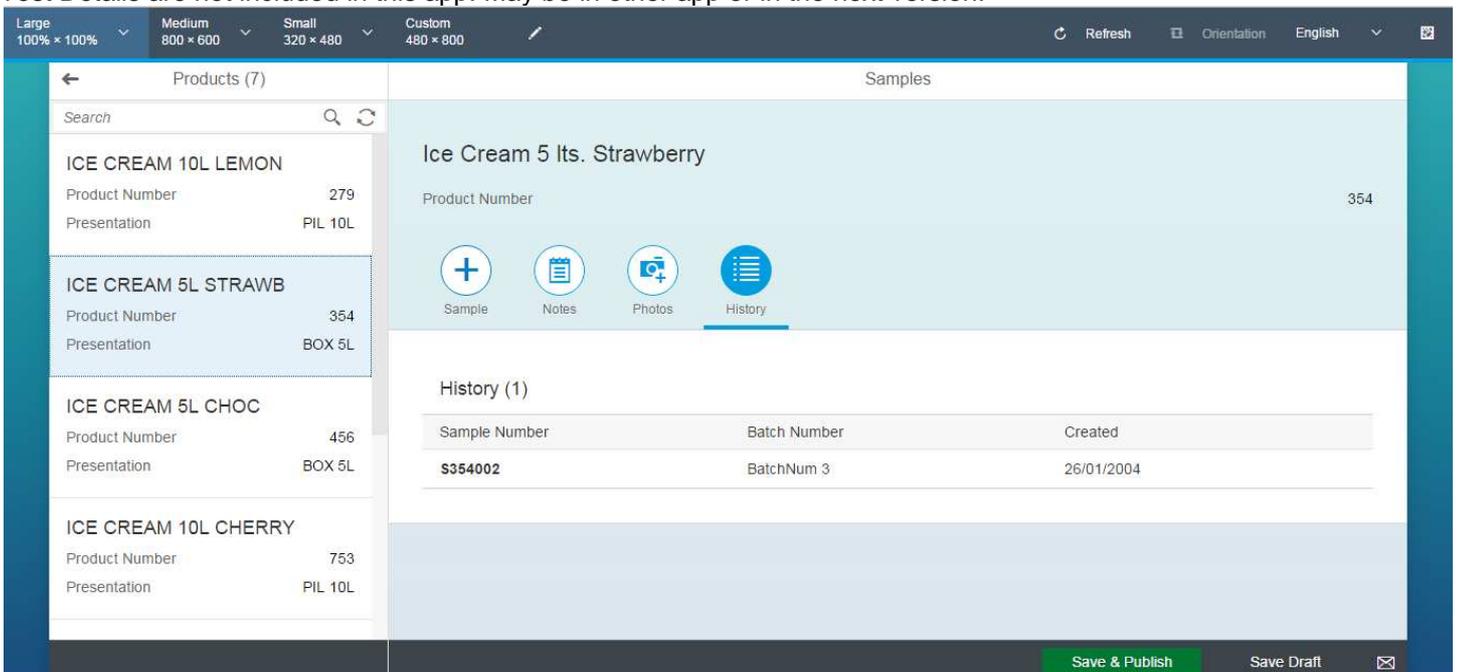
Step 3: Take photos if necessary and share it with your colleagues

Link to a secure folder to share photos and/or videos.



Step 4: Look for previous test of the same product to get more information

Test Details are not included in this app. May be in other app or in the next version.



Step 5: Finally “Save & Publish” your values, notes and photos.

The right stakeholders will be notified immediately when you save your test, and then the improvements and solutions will be possible with the right information in the right time.

Large 100% x 100% Medium 800 x 600 Small 320 x 480 Custom 480 x 800 Refresh Orientation English

← Products (7) Samples

Search

ICE CREAM 10L LEMON	Product Number: 279	Presentation: PIL 10L
ICE CREAM 5L STRAWB	Product Number: 354	Presentation: BOX 5L
ICE CREAM 5L CHOC	Product Number: 456	Presentation: BOX 5L
ICE CREAM 10L CHERRY	Product Number: 753	Presentation: PIL 10L

Ice Cream 5 lts. Strawberry

Product Number: 354

Sample Notes Photos History

Characteristics and Values

Temperature: (Celsius)

Ice Colors: ★★★★★

Presentation: ★★☆☆

Flavor: ★★★★★

Content:

Sample Saved: 354 - SMP080657

Save & Publish Save Draft