

# 1. Story

Germany has one of the biggest manufacture industries in the world. With new technologies rising, automated processes become more and more important and thus the complexity in the manufacturing sector increases. In the same time, the amount of people in the factories decreases. Less people have to operate more machines. In this Restructuring maintenance becomes an even more important factor in a companies success. With Big Data and analytical processes being enhanced, a proactive maintenance based on sensor data and long time observing becomes possible.

A main goal in this process is to support the workers that are responsible for the maintenance. There task could be planed maintenance or the maintenance in form of repairs after an equipment breaks down. In the later example, time is extremely important since a shut down component could have an effect on the complete factory.

While the worker walking around in large halls or the companies area, he needs all the important information stored in the SAP Backend at his hands. If he needs additional information about an equipment, there is no time to walk to the back-office and look it up. In Addition he should able to walk freely around and can spontaneously check Equipments, watch there status, report incidents while standing in front of the equipment. My App will replace the workers pen & paper with a mobile device (tablet) enabling him to get and share information about Equipments and associated maintenance orders and notifications.



# User Experience Journey

## Current User Experience Journey

Duration of the Journey: 30 min

<b>Mindset</b>	Only have to control this last hall	It must be one of those	I can't memory those ID's	Always wasting time by walking to the office	Last maintence is way too long in the past. Someone must have forgotten it	I think Thomas is the best for this job	Ok... let's finish my round
<i>What is on the Persona's mind while taking the actions of their journey? How do they feel each step of the journey?</i>	Whats this sound?	Here it is, damn that doesn't look good	This is urgent. I need to report this	Ok lets have a look			I hate these long floors!
<b>Actions</b>	Walking through the factory	Interrupt control walk	Write down Equipment ID	Walk	Check last maintenance	Assign it to one of his Team members	Walk back to the equipment
<i>What actions and activities does the Persona take while going thru the journey to achieve their goal?</i>	Hear strange sound	Observe Equipment closer	Walk back to the office	Review Equipment in the Back End	Create new maintenance order	Call him	Continue control walk
<b>Touch points</b>	Factory	Concrete Equipment	Pen & Paper	Back Office PC	Phone	Equipments	
<i>What touch points does the Persona have? (Tools, channels, devices, conversations, and so on.)</i>	Factorystreet			SAP GUI	Thomas		

# 4. Mock up

Opens filter dialog to filter for Status and/or location

Equipment (42) Equipment

Currently no filter set

Search

Roller  
E1000001  
Location: Hall 1  
Ok

Squeezer  
E1000002  
Location: Hall 1  
Ok

Compressor  
E1000003  
Location: Hall 1  
Maintenance

Assembly Line  
E1000004  
Location: Hall 2  
Ok

Seal  
E1000005  
Location: Hall 2  
Ok

Water tank  
E1000006  
Location: Hall 4  
Ok

Centrifuge  
E1000007  
Location: Hall 5  
Breakdown

**Compressor**  
E1000001

Maintenance Today

Name: Roller  
ID: E1000001  
Technical Place: Hall1  
Status: Running  
Last checked: 10.04.2015  
Person checked: Thomas M.  
Last shut down: 03.05.2013  
Notes: Last shut down was caused by an worker not operating the equipment correctly

Equipment (42) Equipment

Currently no filter set

Search

Roller  
E1000001  
Location: Hall 1  
Ok

Squeezer  
E1000002  
Location: Hall 1  
Ok

Compressor  
E1000003  
Location: Hall 1  
Maintenance

Assembly Line  
E1000004  
Location: Hall 2  
Ok

Seal  
E1000005  
Location: Hall 2  
Ok

Water tank  
E1000006  
Location: Hall 4  
Ok

Centrifuge  
E1000007  
Location: Hall 5  
Breakdown

**Compressor**  
E1000001

Maintenance Today

Maintenance Orders

Start	End	Responsible	Kind	Reason
12.05.2015 14:02		Thomas M.	Planned Maintenance	
10.04.2015 10:32	10.04.2015 10:32	Thomas M.	Planned Maintenance	
03.05.2013 15:44	03.05.2013 15:44	Holger K.	Breakdown	caused by an worker not operating the equipment correctly
10.04.2012 08:20	10.04.2012 08:20	Thomas M.	Planned Maintenance	

Create new order

SAP Holger K. ▾

← Equipments (42) New Maintenance Order

Currently no filter set

Search 🔍 ↻

<b>Roller</b> E1000001 Location: Hall 1	Ok <span style="color: green;">█</span>
<b>Squeezer</b> E1000002 Location: Hall 1	Ok <span style="color: green;">█</span>
<b>Compressor</b> E1000003 Location: Hall 1	Maintenance <span style="color: yellow;">█</span>
<b>Assembly Line</b> E1000004 Location: Hall 2	Ok <span style="color: green;">█</span>
<b>Seal</b> E1000005 Location: Hall 2	Ok <span style="color: green;">█</span>
<b>Water tank</b> E1000006 Location: Hall 4	Ok <span style="color: green;">█</span>
<b>Centrifuge</b> E1000007 Location: Hall 5	Breakdown <span style="color: red;">█</span>

### Order Information

Equipment:

Date:

Type:

Person responsible:

Problem Code:

Cause:

Breakdown:

Info:

Save Cancel

SAP Holger K. ▾

← Equipments (42) Equipment

Currently no filter set

Search 🔍 ↻

<b>Roller</b> E1000001 Location: Hall 1	Ok <span style="color: green;">█</span>
<b>Squeezer</b> E1000002 Location: Hall 1	Ok <span style="color: green;">█</span>
<b>Compressor</b> E1000003 Location: Hall 1	Maintenance <span style="color: yellow;">█</span>
<b>Assembly Line</b> E1000004 Location: Hall 2	Ok <span style="color: green;">█</span>
<b>Seal</b> E1000005 Location: Hall 2	Ok <span style="color: green;">█</span>
<b>Water tank</b> E1000006 Location: Hall 4	Ok <span style="color: green;">█</span>
<b>Centrifuge</b> E1000007 Location: Hall 5	Breakdown <span style="color: red;">█</span>

## Compressor

E1000001

## Maintenance

Today

i
📅<sup>4</sup>
📎<sup>2</sup>

Attachments (2)

<a href="#">Instruction.pdf</a> 28.11.2013 <span style="float: right;">&gt;</span>
<a href="#">Shut Down to do steps.pdf</a> 28.11.2013 <span style="float: right;">&gt;</span>