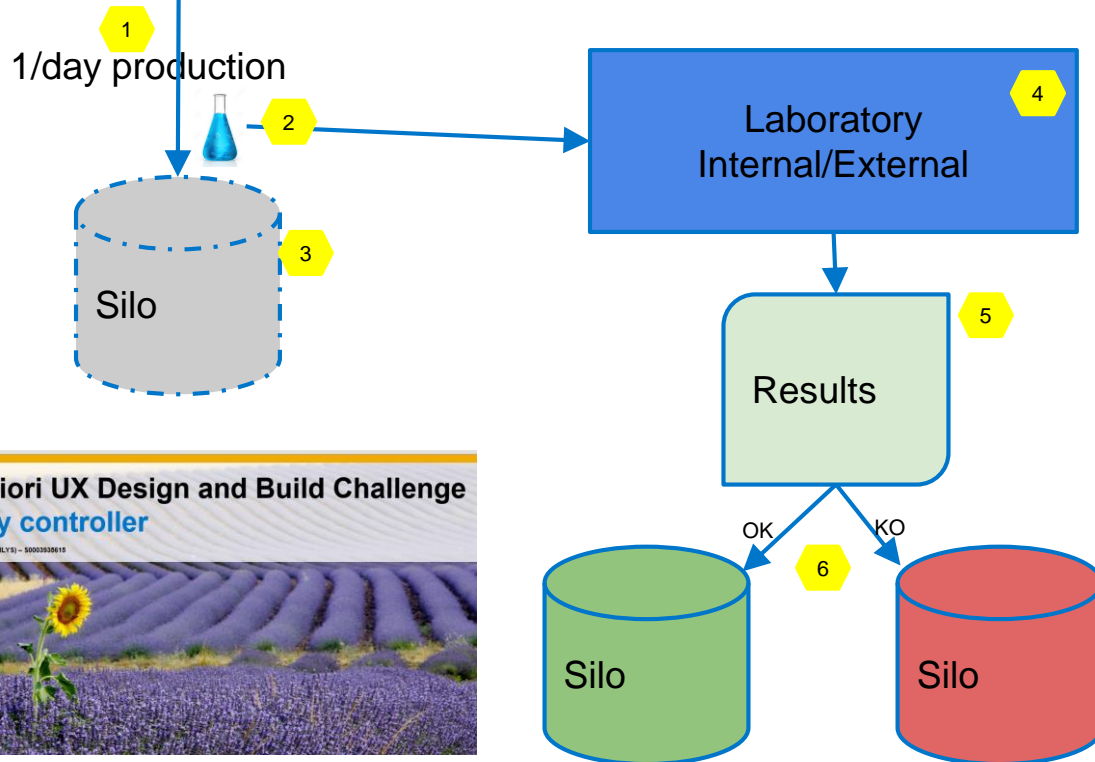


Story - Environment context

Global view of process



- 1 - Production declaration once a day by producer
- 2 - Automatically an inspection lot is created
- 3 - The production is "In quality" during the control phase
- 4 - Laboratory controls samples
 - internally by quality controllers
 - externally by independent controllers
- 5 - Results are integrated in the system
- 6 - The stock of silo is available or blocked

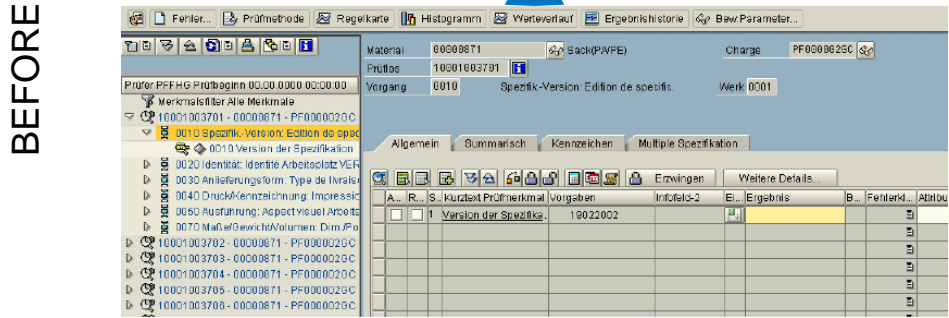
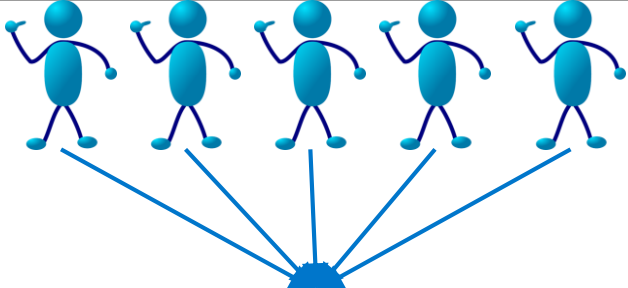
Internal laboratory's point of view : controls are integrated to the process of production and use LIMS functionalities provided by SAP.

External laboratory's point of view : controls from plant are only a part of their job and they have to provide results to other plants or companies.

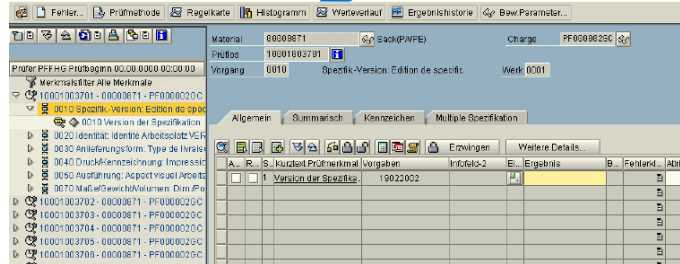
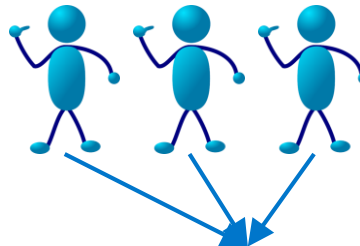
SAP Fiori could simplify the task of the external laboratory, and after could be reused by internal laboratory for people who just enters results.

Story - Decomposition of task

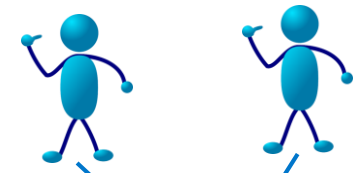
Controller's view



Everybody uses 1 huge transaction to entry results in SAP



Internal controllers still use SAP transaction



External controllers use a new App with Fiori

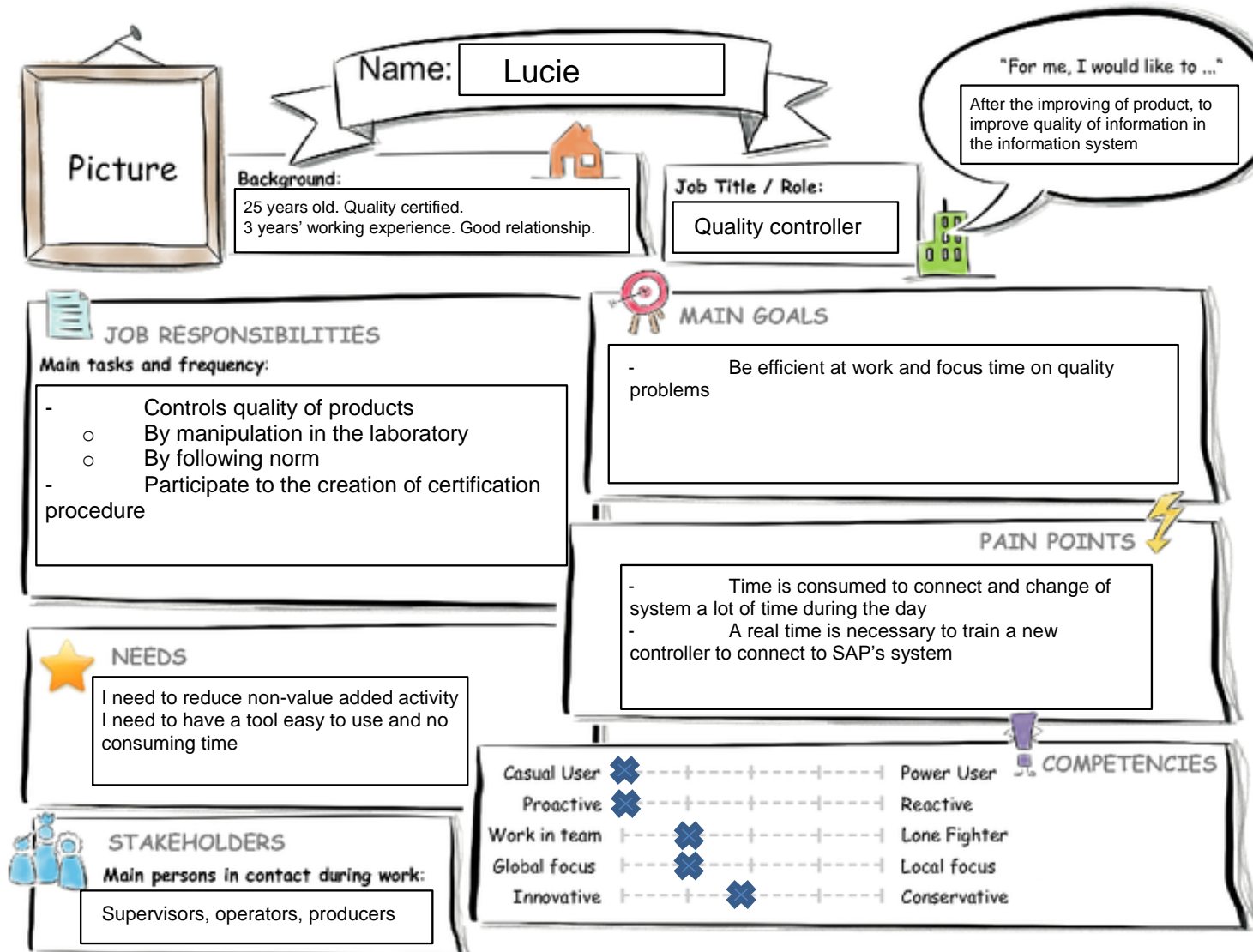
TASK & USE

Internal controller	External controller
Still use of QE51N. Utilization of QM functionalities and configuration Trained user Mostly desktop	Use only 1 app to fill result <i>Could be extend to population using QM but only filling results, and also to external supervisor (authority of control)</i>

Priority : develop app to limit training for not dedicated QM people

Persona – An external controller

Lucie



User Experience Journey

Lucie's journey

Current User Experience Journey

Duration of the Journey : 30 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?

Next sample to control

Go to my bench to control

Populate results 

Break before next control 

Populate results another time 

Actions


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

Take the sample on the dedicated box

Follow the procedure

Input results in LIMS

Take the control procedure for this sample

Input results in SAP
-log in
-transaction
-confirmation by result 

Touch points

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

Procedure in LIMS (not SAP)

Control tools : vials, balances...

Dashboard in LIMS

Input results in SAP

Mockup 1/2

User arrives directly on the list of its products to control (list defined by its profile)

He navigates on the product to control. The detail screen tells him details of the product and the production.

He selects the second icon "input results" and go to input results.

The screenshot shows the SAP mobile application interface. At the top, there is a header with the SAP logo on the left and a user profile picture and name 'Lucie' on the right. Below the header, there are two main sections: a list of products on the left and a detail view on the right.

Product List:

- Products (42)** (with a search icon)
- Search** (with two search icons)
- Name 1** 100 TO
1 Item Today
- Name 2** 210 TO
3 Items 1 day ago
- Name 3** 6,450 KG
Controlled
10 Items 6 days ago
- Name 4** 2 TO
Not approved
100 Items Last week

Detail View (Name 1):




- Name 1** 210 TO
1 day ago
- Two circular icons: a solid blue circle with a white square icon, and a white circle with a blue square icon and a '3' next to it. An orange arrow points from the second icon in the list to the second icon in the detail view.
- Product: Caustic Soda
Inspection lot number: 1200001500
Controler name: Lucie


Mockup 2/2



User can input results.

He approves that results are conformed to its controls.

The status pass to controlled.



  Lucie 

Products (42)  Results

Search  


Name 1	100 TO
1 Specification	Today
Name 2	210 TO
3 Specifications	1 day ago
Name 3	6,450 KG Controlled
10 Specifications	6 days ago
Name 4	2 TO Not approved
100 Specifications	Last week

Name1 210 TO
Caustic Soda 1 day ago

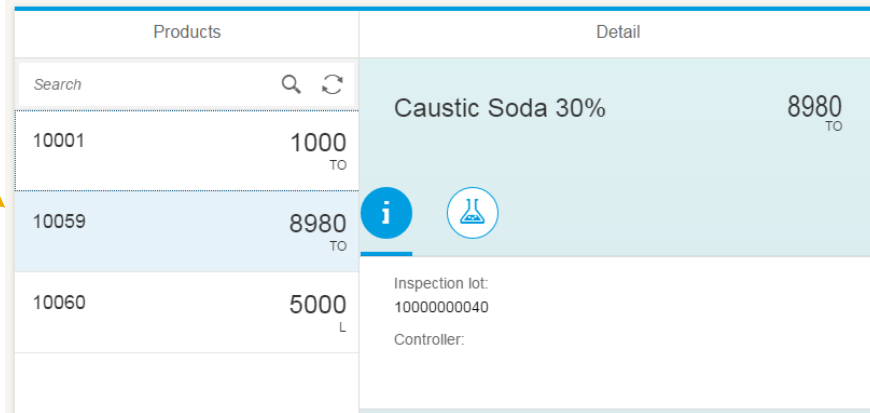
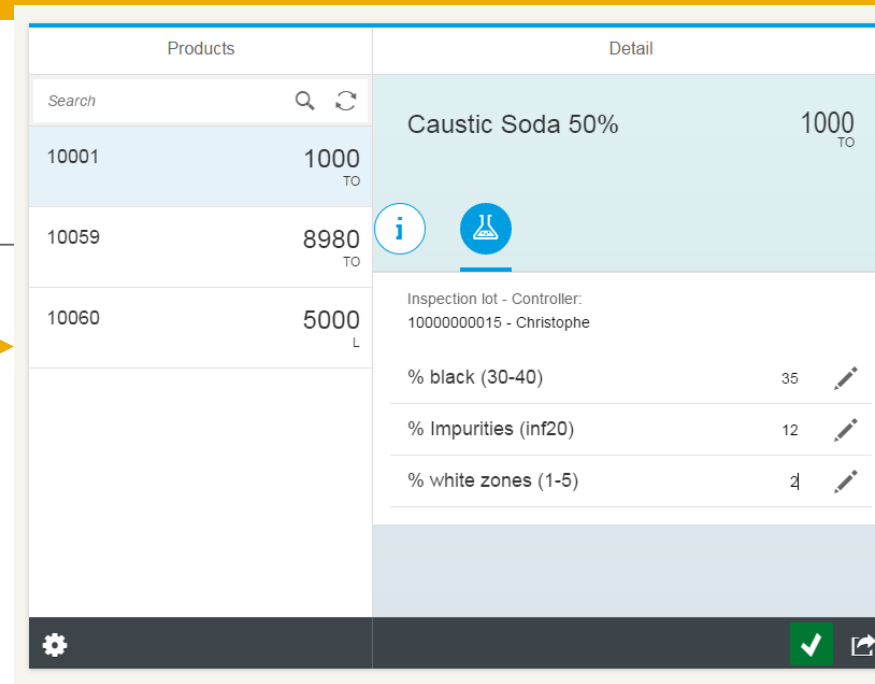
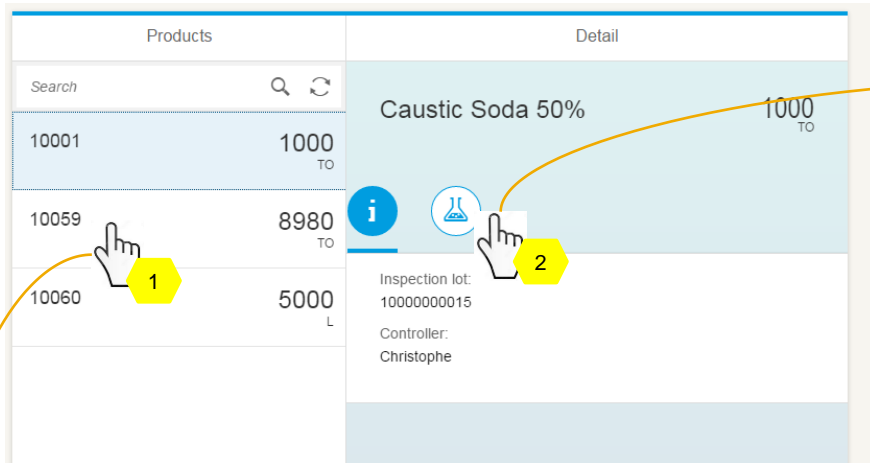
  3

ITEMS (3)

Description	Value	Expected Range	
Specification 1	<input type="text" value="3"/>	From 1	To 10
Specification 2	<input type="text" value="5"/>	From 1	To 20
Specification 2	<input type="text" value="20"/>	From 1	To 100

Approve 

SAP Web IDE App Demo



- 1 – Click on another product, go to another product and see detail
- 2 – Click on the laboratory vial and go to result input

The result can be changed.

When we are enjoy with data, click on approval button to validate and send information to back-end.

Last screen-shot is done as a smartphone preview.

