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# Submission : Final Assignment

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## Story line: Franchise Quality Management

### Segmentation:

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For this large scaled Global Franchise organization which is targeting on a certain audience it is one of the prime goals to make their Franchise concept so successful and easily adopted by future franchisee (=>the entrepreneur that's wants to take on the Franchise concept), that they are sure that their Trademark and Branding stands out in an excellent way according to the company's standards and a maximal market exposure is achieved.

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### Targeting:

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It is not only important that the future franchisee has been taken true a thorough intake, but also that certain quality aspects are measured and controlled during the timespan of the contractual obligations of the franchisee.

It's also important to get a Global Program of Quality measurement and enablement systems in place to give the Brand its quality appearance that it wants to achieve. To achieve these goals there are several globally positioned Quality Control Managers working for the company to train the field and to keep the QM program in a constant developing iteration.

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### Positioning:

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These highly skilled Quality Control Managers are not only on board of the Prospect Selection Team but are also the liaisons between the franchisee and the head office of the company. They are responsible for the tracking of quality failure and developing of quality improvement programs. They help the franchisee to improve and stay in touch with all aspects of the Quality program to improve the performance of his local establishment.

In order to stay in touch with the franchiser's and to keep track of our quality standards and providing input for further development of Quality Improvement the QC-managers make regular visits. To make it easier to collect data and fill in the visiting reports of the Quality Control Manager the application where developing is one of a whole line for the QM process and focuses on helping the QM manager to fulfill this particular task; getting the data structured and fast in the system during these visits.

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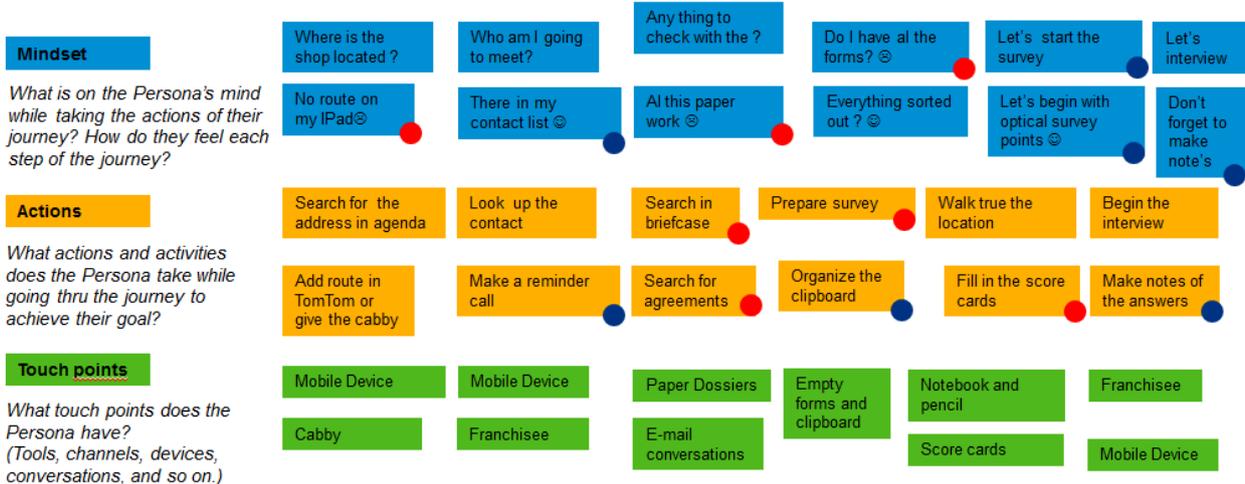
- Do we have some figures or results ?
- Are there special campaigns running in the area ?
- How is our brand doing in this area ?

As we can see a lot of questions that need to be answered and where different Fiori App's would come in handy to facilitate "Juliett" in her daily worksituation, for the Design team and IT department - owh that's me - a challenge to meet . So lets focus on the "Franchise Visit" ;

## Quality Control Manager Experience Journey Franchise Visits

### Current User Experience Journey

Duration of the Journey: 1- 3 hours

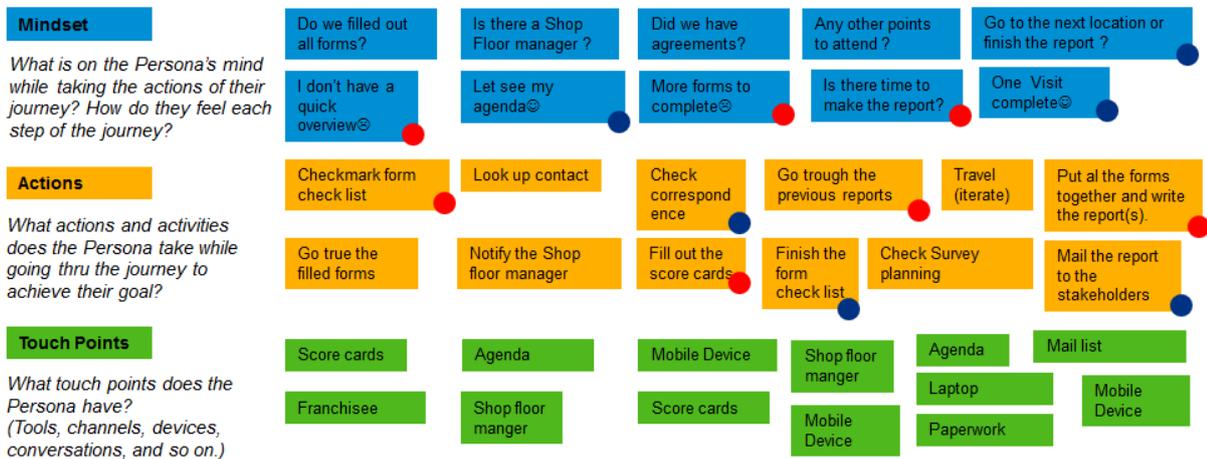


Part one of the visit.

## Quality Control Manager Experience Journey Franchise Visits - part 2

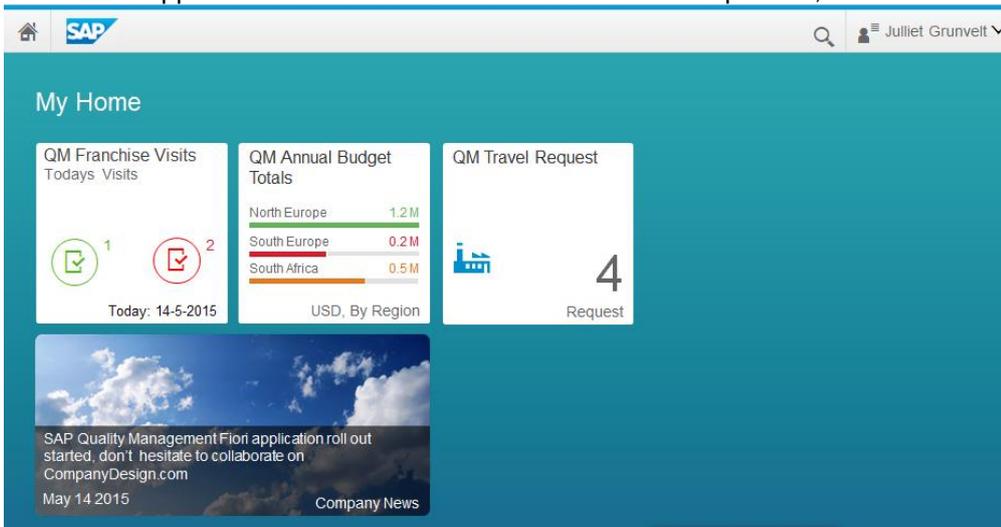
### Current User Experience Journey

Duration of the Journey: 1- 3 hours



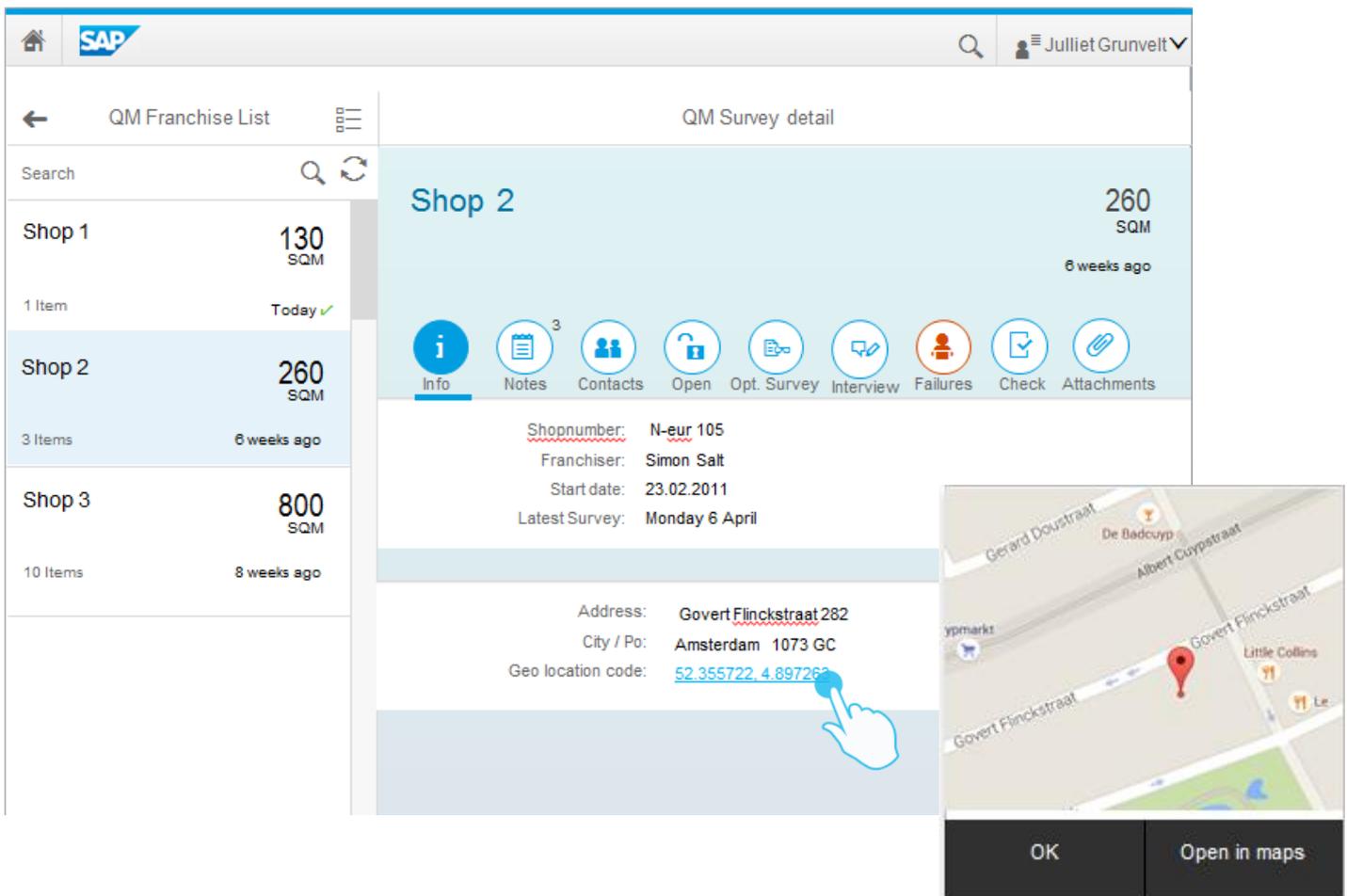
## App muck-up:

To start the application a Tile is available for "Juliet" which is updated ,



Start Page: Based on Header/Detail application:

Right pane a list of shops scheduled for today, in the left pane you see a filter bar for the several Actions Juliet is going to perform during her survey visits.



One of the features is an view that opens the location on a GEO map.



The Info icon reveals basic information about the shop. One of the features here is opening the routing using the Geo location code.



The Notes icon filter reveals previous notes made. Further exploration if this could be a TimeLine control, to also add all in between visit conversations. That would look something like this:



The Contact icon filter opens the contact person list of the people who are part of the survey interviews, like the franchiser and the shop-floor manager. It's possible to add different contact to the list.



The Open icon filter opens a view where the different survey forms can be selected in an Item-list type of container. Selecting the form line opens the specific form view which are available for the survey.



The Optical Survey Icon opens the form for the optical inspection.



The Interview icon opens a form to create notes during the separate interviews that are conducted.



The Failures icon opens a list of known failures, this Icon is red if there are any and green if there are none. QM Management is there to get this on green.



The Check icon opens a checklist view to make it easy to control if all required segments of the survey are fulfilled.



The Attachments icon opens a list with all files belonging to QM correspondence with this particular shop. This is the place where "Julliet" finds agreement documents, previous reports etc.



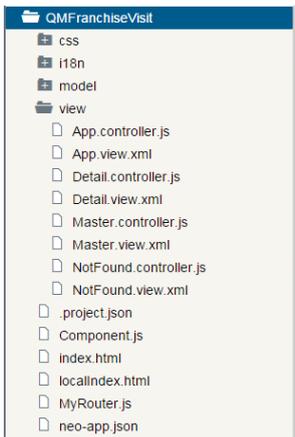
The application will be provided with all necessary tools to make communication like making a phonecall, mailing, sapjam etc seamless from the device that's being used.

## SAP Web IDE App Build Screen shots

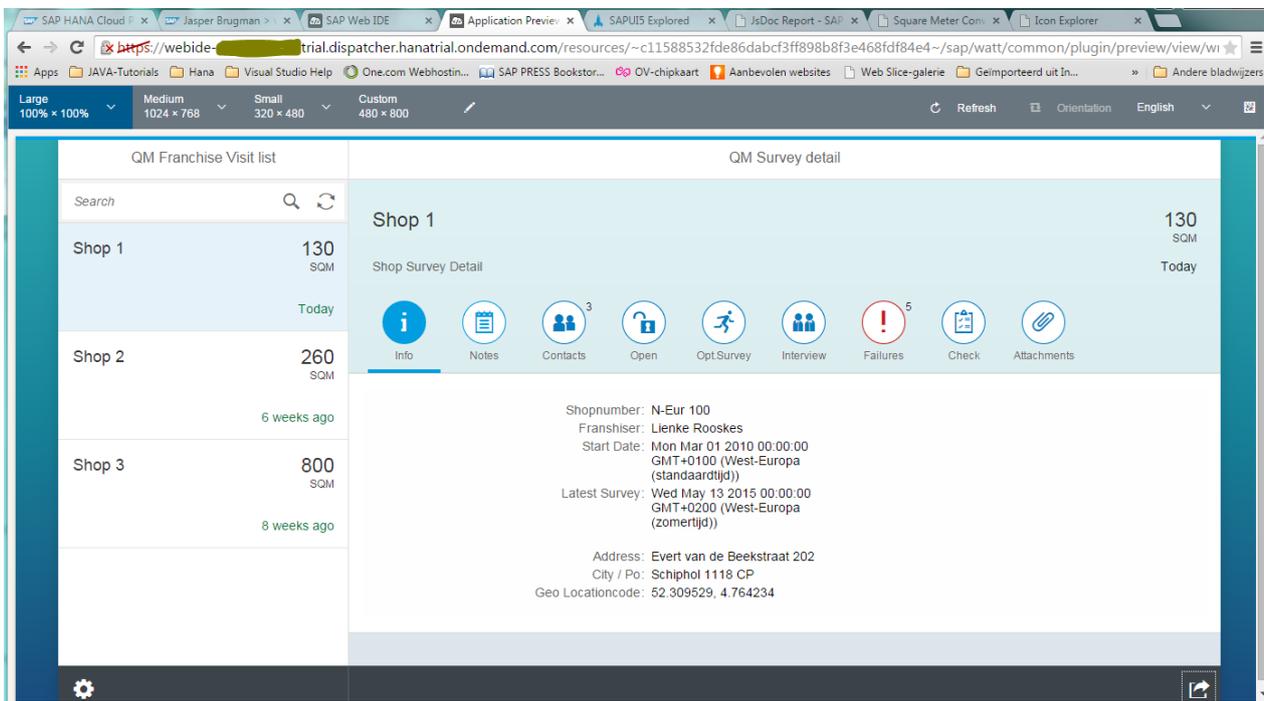
Building the project where using just the model from the course SOSalesOrder because I don't have a SAP back-end or the actual model in place.(at least not before the submission enddate), additional fields are going to be added to give an idea of how the Application will look and to show how some of the parts are going to be implemented.

Project is called :





For the time being I created the starting page based on a template and added the Icon Filter bar with the different Icons and I try to add the add the optical survey form before 21:00 utc 13-05-2015. Note: Time was running out and I did wanted to deliver my progress so far. Lesson learned: start early and remember there is more to learn.



Start Pane Shop 1

QM Franchise Visit list	QM Survey detail
<p>Search  </p> <p>Shop 1 130 SQM Today</p> <p>Shop 2 260 SQM 6 weeks ago</p> <p>Shop 3 800 SQM 8 weeks ago</p>	<p><b>Shop 2</b> 260 SQM 6 weeks ago</p> <p>Shop Survey Detail</p> <p>    3               5             </p> <p>           Shopnumber: N-Eur 105            Franchiser: Simon Salt            Start Date: Wed Feb 23 2011 00:00:00 GMT+0100 (West-Europa (standaardtijd))            Latest Survey: Mon Apr 06 2015 00:00:00 GMT+0200 (West-Europa (zomertijd))              Address: Govert Flinckstraat 282            City / Po: Amsterdam 1073 GC            Geo Locationcode: 52.355722, 4.897263         </p>

Shop 2 selected.