# Fiori App – Operation Queue

**Story**

Robert is mechanic and foreman in a company which manufactures electric guitars and basses in medial and upper price ranges. He is responsible for 3 milling machines with NC (numeric control) and CNC-controls (computer numeric control). On his work centers the guitar necks, guitar bodies and pickup/electronic slots will be milled.

For his daily work, he need to know which production order operations are scheduled for the current day and for the next days (around a week), and in which sequencing this orders shall be processed.
Some of the order operations are already released (status REL), but some are still in status created and will be released short dated, or will be scheduled to a later point in time

Additionally he needs to know if the shop floor papers for the operation are already printed (status PRT), or if he has to execute the print timely before the processing starts. As well he needs the possibility to re-print the papers again.

**Persona**

**Name:**
Robert

**"For me, I would to…":**
like to have a quick overlook over the order operations which are scheduled for today and for the next days

**Background:**
42 year old, married, specialized worker in mechanic and foreman, woodworker knowledge, 24 years working experience, more than 15 year experience with NC & CNC milling machines

**Job Title / Role:**
Foreman

**Job Responsibilities (Main tasks and frequency):**
- Processing of order operations on 3 milling machines (NC & CNC controlled)
- Programming of the machine controls on the base of the processed material
- Reviewing & testing of automatic generated programs which are created by the CAD-system (CAD – computer-aided design)

**Main Goals:**
- A queued list of the order operations
- Information if the operation is already released and printed
- Display of the order material and the planned quantity
- Confirmed operations shall disappear from the list

**Needs:**
I need a list of the scheduled operations on my machines in a temporal sequence.

**Pain Points:**
No clear overview of the actual and coming work load.
No information if the shop floor papers of the released operation are already printed

**Stakeholders:**
Production Supervisor
Work Planning

**Competencies:**
Mainly Casual User
Mainly Reactive
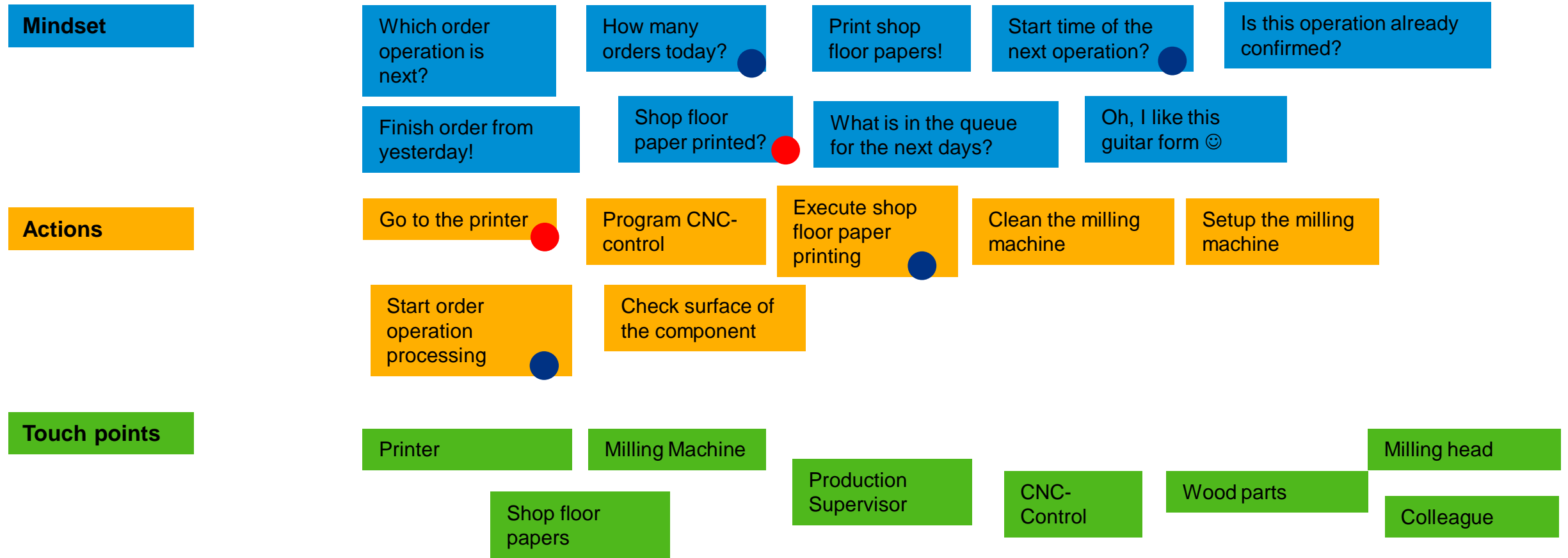Work in Team and as Lone Fighter
Mainly Local Focus
Balanced in Innovative and Conservative

# Operation Queue
## User Experience Journey

## Current User Experience Journey

**Mindset**

Which order operation is next?

How many orders today?

Print shop floor papers!

Start time of the next operation?

Is this operation already confirmed?

Finish order from yesterday!

Shop floor paper printed?

What is in the queue for the next days?

Oh, I like this guitar form ☺

**Actions**

Go to the printer

Program CNC-control

Execute shop floor paper printing

Clean the milling machine

Setup the milling machine

Start order operation processing

Check surface of the component

**Touch points**

Printer

Milling Machine

Shop floor papers

Production Supervisor

CNC-Control

Wood parts

Milling head

Colleague

← Work Center (3)

## Operation Queue

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# MILL_ES01

Category: Machine

Plant: 0001

**Milling 1 – Guitar & Bass Bodies**

MILL_BS01

Plant Electric Guitars/Basses (0001)

**Milling 2 – Pickup & Electric Slots**

MILL_ES01

Plant Electric Guitars/Basses (0001)

**Milling 3 – Guitar & Bass Necks**

MILL_NEC1

Plant Electric Guitars/Basses (0001)

Operations (3)

| Operation - Order | Material | Quantity | Start | End | REL | PRT | |
|---|---|---|---|---|---|---|---|
| 0040 - 10001230 | BF_b5_ls | 50 Pc | 07.05.2015 15:45 | 08.05.2015 09:50 | ✔ | ✔ | > |
| 0030 - 10001233 | Toast_ST | 15 Pc. | 08.05.2015 09:51 | 08.05.2015 13:51 | ✔ | | > |
| 0040 - 10001238 | BF_b4_ms | 75 Pc | 08.05.2015 14:00 | 09.05.2015 08:00 | | | > |

← Work Center (3)  ☰

← Operation Queue

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**Milling 1 – Guitar & Bass Bodies**

MILL_BS01

Plant Electric Guitars/Basses (0001)

**Milling 2 – Pickup & Electric Slots**

MILL_ES01

Plant Electric Guitars/Basses (0001)

**Milling 3 – Guitar & Bass Necks**

MILL_NEC1

Plant Electric Guitars/Basses (0001)

## Slot Milling for Pickup 1 and 2

Operation: 0040                                                    Released

Production Order: 10001230

Material: BF_b5_ls (BowFish, 5 string, long scale)

Work Center:        MILL_ES01

Execution Start:    07.05.2015 15:45

Execution End:      08.05.2015 09:50

Planned Quantity:   50 Pc

Confirmed Quantity:

Printed:            Yes

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Print  ↗

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**Milling 1 – Guitar & Bass Bodies**

MILL_BS01

Plant Electric Guitars/Basses (0001)

**Milling 2 – Pickup & Electric Slots**

MILL_ES01

Plant Electric Guitars/Basses (0001)

**Milling 3 – Guitar & Bass Necks**

MILL_NEC1

Plant Electric Guitars/Basses (0001)

# MILL_ES01

Category: Machine

Plant: 0001

1    3    6

Operations (6)

| Operation - Order | Material | Quantity | Start | End | REL | PRT | |
|---|---|---|---|---|---|---|---|
| 0040 - 10001238 | BF_b4_ls | 75 Pc | 08.05.2015 14:00 | 11.05.2015 08:00 | | | > |
| 0040 - 10001242 | BF_b5_ms | 12 Pc. | 11.05.2015 08:15 | 11.05.2015 11:00 | ✔ | ✔ | > |
| 0050 - 10001245 | Toast_CU | 10 Pc | 11.05.2015 11:01 | 11.05.2015 13:58 | | | > |
| 0030 - 10001248 | Toast_ST | 90 Pc | 11.05.2015 14:00 | 12.05.2015 13:15 | ✔ | | > |
| 0040 - 10001251 | BF_b5_ls | 50 Pc | 13.05.2015 13:10 | 14.05.2015 07:45 | | | > |
| 0010 - 10001255 | BF_b5_ms | 15 Pc | 14.05.2015 7:50 | 14.05.2015 11:28 | | | > |

Robert

Search 🔍 ↻

**Milling 1 - Guitar & Bass Bodies**
MILL_BS01
Plant Electric Guitars/Basses (0001)

**Milling 2 - Pickup & Electronic Slots**
MILL_ES01
Plant Electric Guitars/Basses (0001)

**Milling 3 - Guitar & Bass Necks**
MILL_NEC1
Plant Electric Guitars/Basses (0001)

## MILL_ES01

Category: Machine

Plant: 0001

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### Operations (3)

| Operation - Order | Material | Quantity | Start | End | REL | PRT | |
|---|---|---|---|---|---|---|---|
| 0040 - 10001230 | BF_b5_ls | 50 Pc | 07.05.2015 15:45:00 | 08.05.2015 09:50:00 | ✓ | ✓ | > |
| 0030 - 10001233 | Toast_ST | 15 Pc | 08.05.2015 09:51:00 | 08.05.2015 13:51:00 | ✓ | | > |
| 0040 - 10001238 | BF_b4_ms | 75 Pc | 08.05.2015 14:00:00 | 09.05.2015 08:00:00 | | | > |

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