SAP FIORI UX DESIGN AND BUILD CHALLENGE

Table of contents

Story

The story of my app begins in a chemical production unit that works 24 hours a day and 7 days a week. Each time the production line is stopped it cost a lot to the company. In order to run the plant there are several shifts, and each shift has a supervisor.

The plant shift supervisor has several roles, he must organize his team and must optimize production to achieve the goals his hierarchy assigned to him. He must also take a close look at any incident as he bears the responsibility of ensuring that the various systems are functioning properly.

As a result the shift supervisor must process notifications (derivation of parameters, incident,…) or order (planned security inspection,…) and he must decide if an action is to be taken and by whom. The shift supervisor has many things to do and he cannot spend a lot of time searching which events concerns him and his team and who is available to process the maintenance.
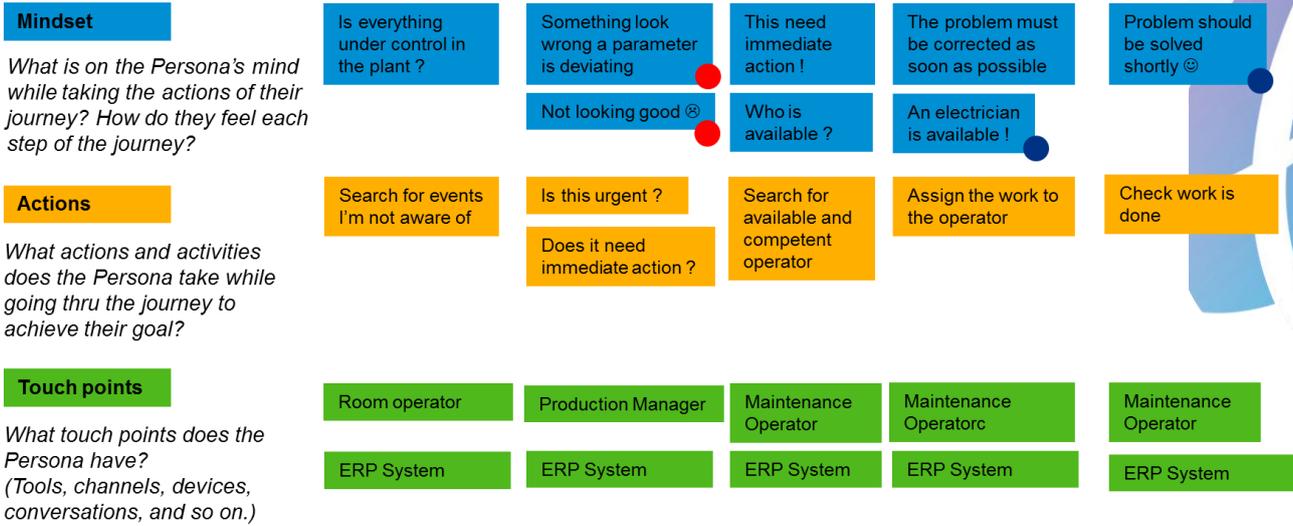
This is where my application can help him, by easily showing the supervisor all unprocessed notification and unaffected order and allowing him to assign them to a member of his team. Then the person who is assigned the work will be able to download the corresponding notification or order to a mobile device and he will be able to process them !

Persona

So let's describe our plant shift supervisor:

Name: Dale Horvath

"For me, I would like to ..."
Improve the efficiency of my team

Background:
53 years old, 25 years' experience in chemical production

Job Title / Role:
Plant Shift Supervisor

JOB RESPONSIBILITIES
Main tasks and frequency:

- Lead the production unit
- Organize its team
- Optimise production
- Ensure various systems are working properly

MAIN GOALS

- Increase production
- Reduce downtime
- Optimize team planning

PAIN POINTS

- Excessive time spent on no value added activity like searching unprocessed notification, and what my team is working on

NEEDS

- Reduce non value added activity
- Reduce time spent filling the system
- Better usage of human resources

STAKEHOLDERS

- Production manager
- Operators

COMPETENCIES

Casual User	✗	Power User
Proactive	✗	Reactive
Work in team	✗	Lone Fighter
Global focus	✗	Local focus
Innovative	✗	Conservative

User experience journey

Here is what happens when Dale tries to anticipate upcoming problems
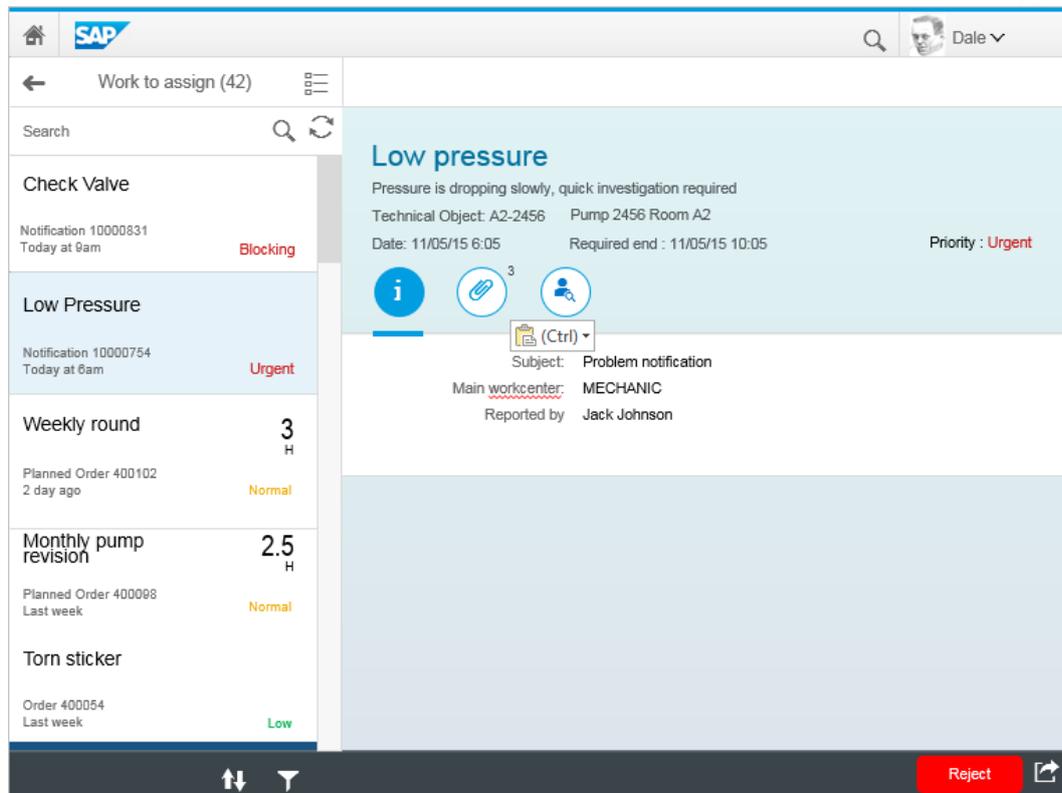
Current User Experience Journey

Duration of the Journey: 20 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?*	Is everything under control in the plant ?	Something look wrong a parameter is deviating Not looking good ☹	This need immediate action ! Who is available ?	The problem must be corrected as soon as possible An electrician is available !	Problem should be solved shortly ☺
Actions *What actions and activities does the Persona take while going thru the journey to achieve their goal?*	Search for events I'm not aware of	Is this urgent ? Does it need immediate action ?	Search for available and competent operator	Assign the work to the operator	Check work is done
Touch points *What touch points does the Persona have? (Tools, channels, devices, conversations, and so on.)*	Room operator ERP System	Production Manager ERP System	Maintenance Operator ERP System	Maintenance Operatorc ERP System	Maintenance Operator ERP System

So for that particular task we want to provide Dale an application that displays all unassigned task so that he can keep things going on !
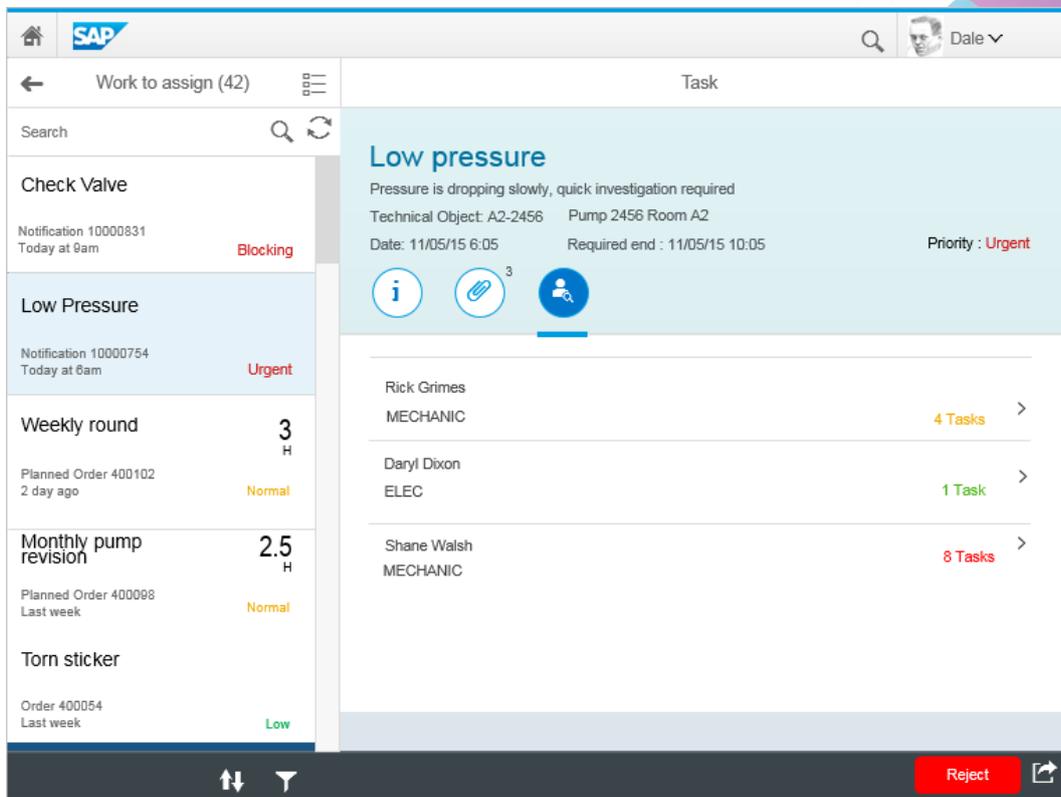
Application Mock Up

First screen with master/detail floorplan, with master listing Task to assign and detail showing some information about these tasks
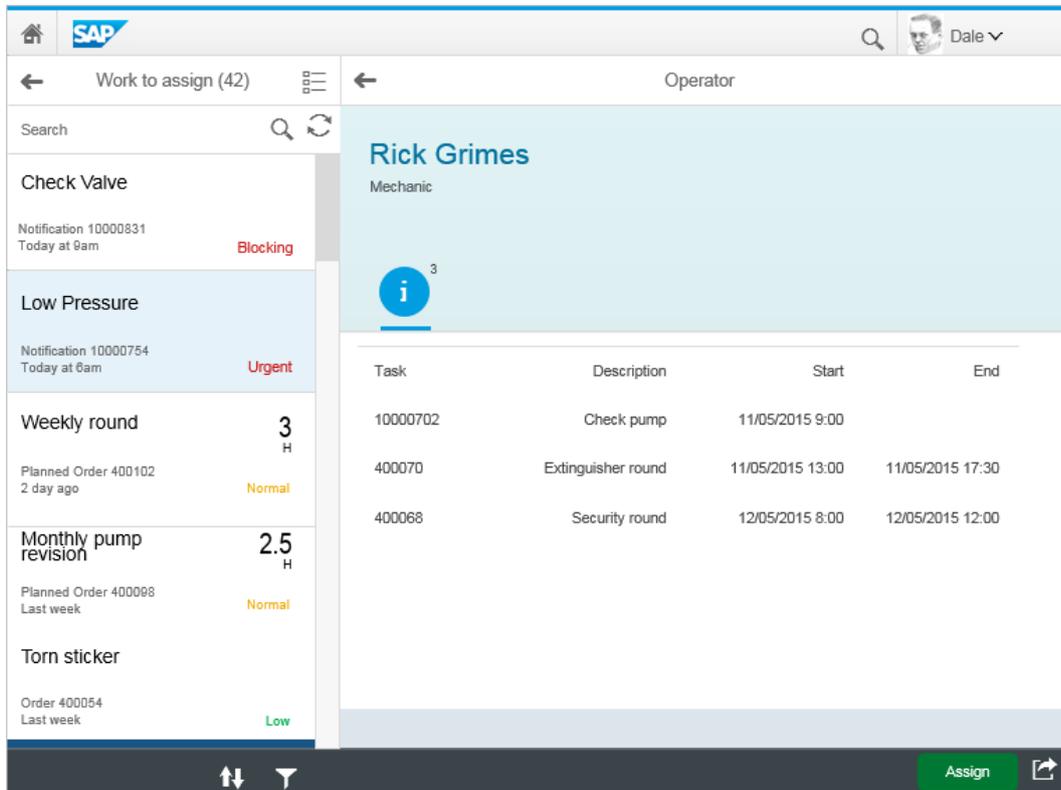

He can:

- Filter and sort Tasks to assign so he can see most important task first
- He can reject a task that he does want to process
- He can See detail information on the task, some attachments and look for operators to assign the task to

This is when he select the Iconbar for searching an operator

Here he can see his team and how much work they are assigned. In this screen he can quickly assign the task by using a swipe when he is working on his tablet or phone, otherwise he can click on the operator to assign him the task
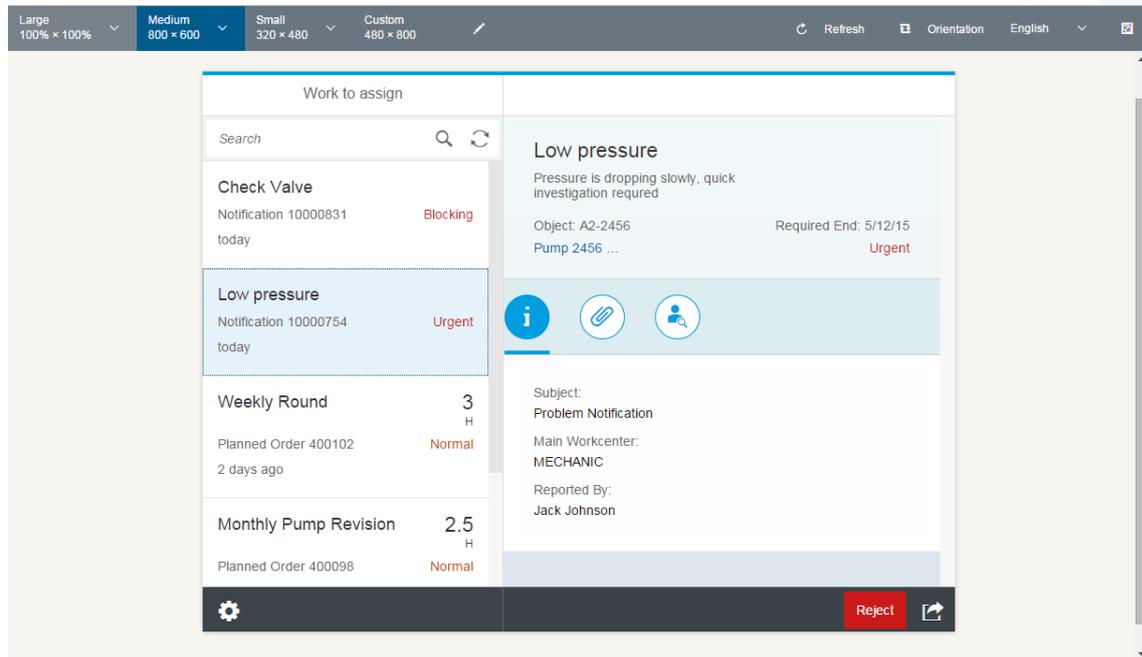
This screen represents the operator screen in which our shift supervisor can assign the task to the correct operator while seeing all the works that he has to do

SAP Web Ide App

And here is the app in SAP Web IDE !

In full Medium Mode:

In Small