SINGLE SITE "STEPHANIE"

BIO:

Stephanie has worked at the same plant for 10 years.

Aside from occasional travel, almost all of her work is based at the same plant.

She has used the same timesheeting system for over 10 years.

ROLE: Meat Hygiene Inspector

AGE: 34

IT LITERACY: High

NATIVE LANGUAGE: English

TPX NOTBINARY

GOAL

I want to record my hours and activity so that I get paid correctly for my work.

USER NEEDS

- I need to record my time in places with restricted access to the internet

- I need to view the plant's SOR agreed hours to help me allocate my time

- I need to delete activities from my timesheet

- I need to record my breaks

- I need to record my travel time

- I need to record my overtime in accordinace with my contract

- I need the approval of my manager in order to get paid for my work

PAIN POINTS

- There is far too much mental maths involved in making the hours add up in a timesheet

- There are lots of activity codes involved in simple tasks - for example, logging an away day

- It can be difficult to log onto the system sometimes due to connectivity issues at the plant

- The system does not show me the SOR agreed hours to help me allocate my time- I have to have these to hand or know these by heart

- The timesheet is locked once you send to a manager meaning you have to contact a manager if you realise you've made a mistake