

User Research Script - Draft/Pilot

Field Ops Inspection Services - Dairy, Unannounced & Wine

Introduction:

- My name is lowri, I'm a user researcher.
- I work for the technology and service design consultancy Not Binary.
- I'm joined on the call by....

Aim:

- We're working with the FSA Field Operations management to understand what opportunities there may be to improve the tools, technologies and processes you use in your role as an inspector, including where they work well or might be improved.
- We're here to understand the process you go through, from planning visits, to conducting them, to reporting inspections.
- We'll cover what tools you use in the course of that. For example what sources, systems or forms you use to support you, need to refer to, fill in or maintain.
- We are also speaking with the [dairy], [UAI] and [wine] (delete as app) teams to understand the differences and commonalities.

Consent:

- So we can refer back to the details later we'll be recording this call, so that we can focus more on listening and not on notes, is that ok?
- We have some background but it's best to assume we're naive to the details today.
- Do you have any questions before we start?

About you / your role:

- First of all can you tell me a bit about your role?
 - How long have you been in this role?
 - Which areas do you cover / teams do you manage?
- What did you do before?
 - Have you performed inspections in other industries?
- Can you briefly describe the end to end inspections process for me?
 - Briefly, what phases or steps does it consist of and what happens at each?
- What does a typical week look like for you?
 - How many sites will you attend in a given week/month?
 - How long will you spend there?
 - How much are you on the road vs. home or office based?
 - What do you take with you typically from your office set up? (devices, notes, forms, packs, equipment)
- Describe the types of FBO establishments you deal with?
 - Is this typical across areas? Do FBO's vary much?

- How are raw drinking milk producers different?
- What is the relationship like between dairy farmers and DHI's typically?

Now thinking about the process of managing an inspection schedule:

- Who or how are visits allocated among your colleagues?
 - As the coordinator / lead what is your involvement?
 - What differences are there from DHI to DHI? Area to area
 - How is this different for a full time and part time DHI?
 - How are absences, leave or training managed?
- What prompts a visit typically (how much proactive / reactive?)
 - When are visits announced vs. unannounced?
 - What dictates the content/breadth of a given site's inspection?
 - In what circumstances do you go with other inspectors / receive backup?
- Typically how far ahead of time are inspections planned?
 - What annual or quarterly events or targets influence this?
 - What systems or tools are you accessing to do this?
 - Where are you based when doing it?
- When planning upcoming visits as the inspecting DHI:
 - What preparation do you typically do?
 - What information do you need access to?
 - Where is this found?
 - What systems or tools are you accessing?
 - (K2, Power BI map, Producer report, Enforcement history, Compliance rating?)
 - Who do you need to liaise with? Why?
 - part timers, leads, other agencies
 - Where are you based when doing preparation?
- Thinking about the planning and scheduling phase we've just discussed
 - How well do you feel the systems and technology support you?
 - What could work better about it in your opinion?

- When heading out to inspect a premises:
 - What items or technology do you have with you?
 - What items of paperwork, forms, notes or checklists do you have with you?
 - What is the location like to access? How do you get there?
 - Who are you in contact with? Who goes with you and why?
- How do you go about conducting all checks or gathering all observations you need?
 - How do you typically go about the inspection?

- I.e. experience or schedules / checklists
 - follow a strict order or a more opportunistic flow?
- What on-the-fly changes might occur to your inspection schedule / focus?
- What materials do you need to refer to on the go?
- What might you need to come back again to see / obtain afterwards?
- How do you record the information you observe? Think about each form or asset you complete.
 - Structured forms / names and shorthands? Contemporaneous notebook?
 - Pen, paper, notes, photos?
 - When & how do you collate these?
 - How are these stored and kept up to date?
 - Who owns them / has access to them?
- What advice, form of documents or letters are left with the FBO?
Are these sent on afterwards?
- What might prevent an inspection occurring? (fully or partially)
 - How is this typically managed? / followed up?
- Thinking about the inspection / onsite phase we've just discussed:
 - How well do you feel the systems and technology support you?
 - What could work better about it in your opinion?

- Now talk me through what happens after you've left a visit.
 - What do you do 1st / immediately?
 - What waits until the office?
 - What can interrupt or frustrate this process?
 - Where are the notes, photos or artefacts stored?
- When is the report 'final'? Describe what happens next?
 - What happens based on the grading of the inspection?
- How are repeat inspections scheduled / fed back in to the wider team?
 - Do you conduct these or might other DHI's?
 - Who else do you need to liaise with / share information?
- Do you need to record your time or activities anywhere?
 - E.g. a timesheet? Is anything cross charged?
- Thinking about the post-visit phase we've just discussed:
 - How well do you feel the systems and technology support you?
 - What could work better about it in your opinion?

- Thinking about the inspections process overall:
 - How well does the process support you in the way you need to work?
 - Where are the biggest challenges you face that hamper efficiency?
 - What are the biggest areas / opportunities for improvement in your opinion?
- Request opportunity to follow up
- Thank & Close

Journey Skeleton (guide for questioning):

Plan <i>Quarterly / annual forward planning of upcoming inspection targets</i>
Schedule <i>Inspector diarises and liaises with FBO as necessary</i>
Prepare <i>Gather and review inputs based on previous visits, known activities and other intelligence; define inspection scope</i>
Inspect <i>Carry out and record inspection activities against inspection scope</i>
Report <i>Write up, circulate and store inspection report, including non-compliances, notices and any actions taken or required</i>
Followup <i>Schedule and conduct follow up visits. Verify actions required have been taken. Close or escalate as needed.</i>