

Walmart Auto Care Centers

Digitizing Workflows and Empowering Managers for

Operational Excellence

Owned end-to-end design, from research to deployment

Team: 1 UX Researcher, 1 Designer (me), 5 Engineers, 12 Business & Ops, 2 Legal, PM

2020-2021

Forms Manager

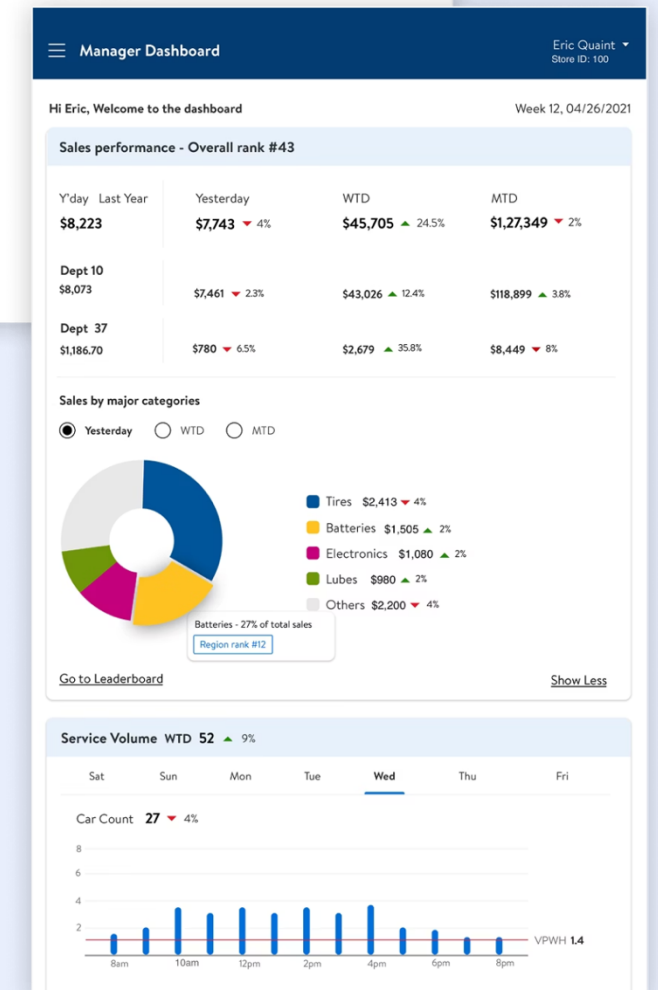
Eric Quint
Store ID: 100

[Forms History](#) [Start New Form](#)

Forms: March, 2021. Week 13

Equipment Review Last Updated by Mike Anderson 03/26/2021	Monthly Due Date: 03/31/2021	IN-PROGRESS
Operations Review Last Updated by Eric Quint 03/26/2021	Weekly Due Date: 03/28/2021	IN-PROGRESS
Compliance Review Last Updated by Mike Anderson 03/26/2021	Weekly Submitted Date: 03/26/2021	COMPLETED

Procedure Reviews Due Date: 03/31/2021 →



Paper Overload: A Workflow Wake-Up Call



Time Drain

Paper-based processes consumed 1-1.5 shifts daily for managers.



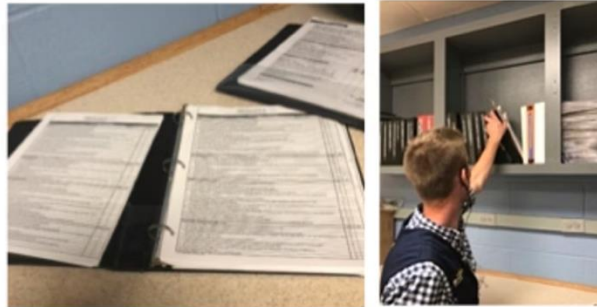
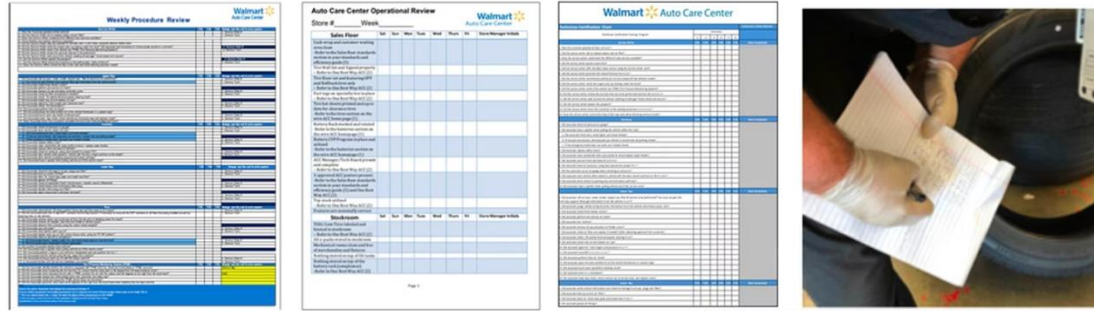
Document Retrieval

Manual retrieval delayed legal claims. Lost forms caused compliance risks.



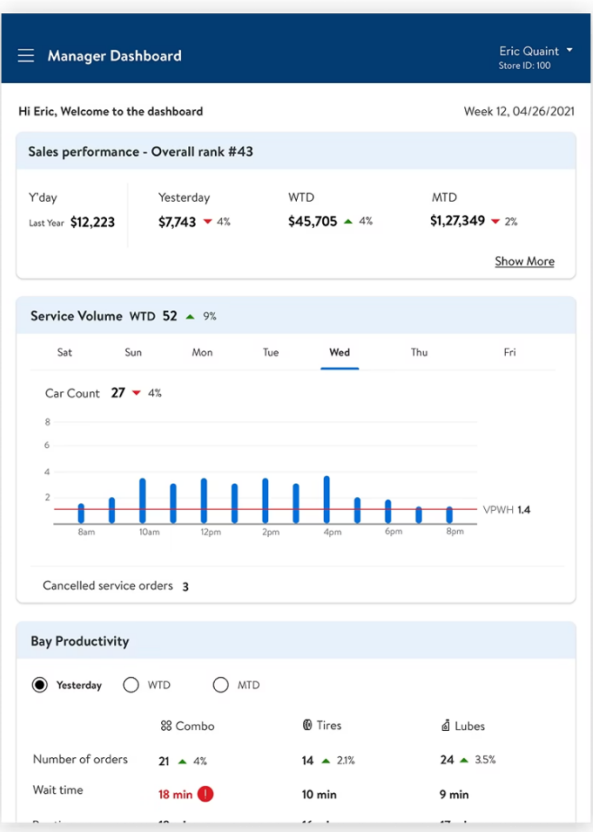
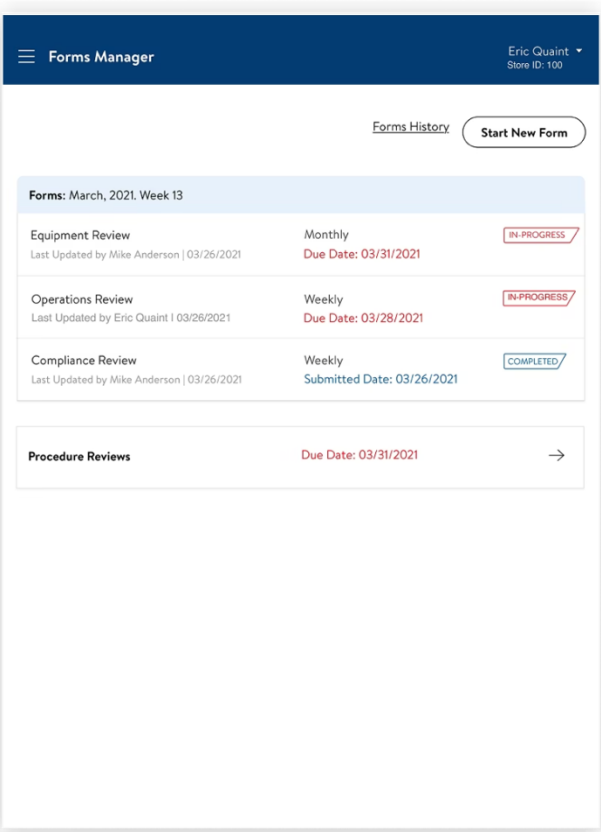
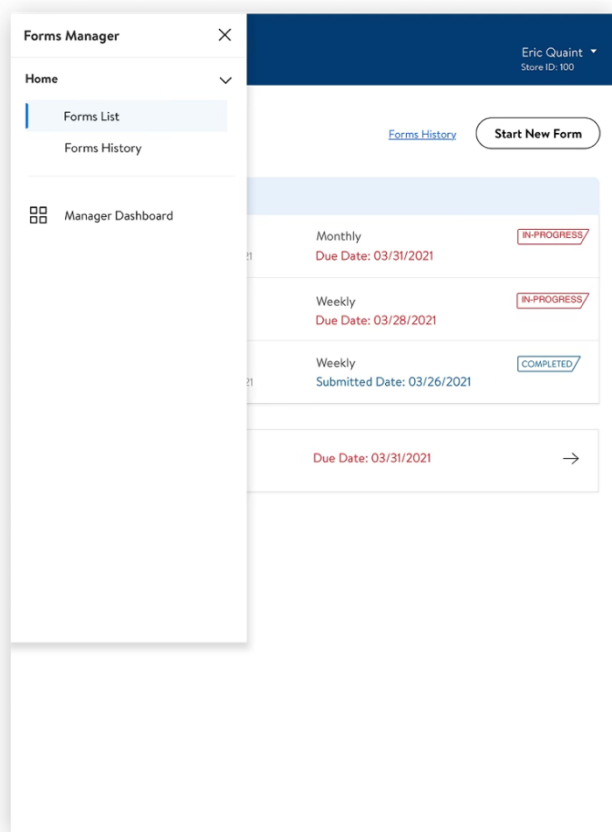
Fragmented Data


Disjointed legacy systems hindered scheduling, inventory, and performance insights.



Building a Unified Digital Solution

We focused on simplicity for users with low digital literacy and modularity for scalability across roles and stores.



 Tablet App
Single tool for all needs

 Digital Forms
25 service forms digitized

 Data Dashboard
Unified metrics and insights

Uncovering Pain Points and Needs:



Voices from the Frontlines

12+ managers and technicians revealed redundant forms and need for unified metrics.








Daily Routines



Manual checks and paper reporting limited hands-on management time.



Journey Mapping

Highlighted role-specific friction points for technicians and managers.

Overview	Role  ACC Manager Supervise ACC	Goal  Meet ACC goals for service, profit, safety and regulations	Automotive expertise  High	Time demands Safety / Compliance Staff scheduling Customer service Manage claims Audits
	Pain points Conflicting corporate and associate needs	Staffing  Pressure to improve bay times but also reducing staffing	Ineffective processes Too many forms Manual forms Audits Systems not linked Work orders not addressed	Staff retention  Wages aren't competitive

 Stages	Morning Preparation	Department Check	Service Oversight	Performance Monitoring	Documentation & Storage
 Quotes	"I print & gather reports from different systems to start the day efficiently."	"Different layouts: Have been an ACC Manager of 2 different stores with very varied layouts. Need an efficient ways to do checks"	"Real-time documentation is crucial but takes too much time upto 1-1.5 shifts ~18 hours/week"	"I need quicker access to performance data to make timely decisions. I still use calculator for division level information"	"Storing and retrieving forms should be more efficient. Today I go through binders for hours sometimes."

Digitizing Service Efficiency: A Forms Evolution

Form	Attributes	Form Type	Interval	Actors	Interaction with Form
Weekly Tech Procedure Review		Checklist	Weekly	Service manager	Record/Report
Equipment Review		Checklist	Weekly/Monthly	Service manager/ACC manager	Record / Report / Confirm
Weekly Compliance Review		Checklist	Weekly	Service manager	Record
Store Manager/ACC Operations Review		Checklist	Daily/Weekly	ACC manager/Store manager	Record / Report / Confirm
Tech Certification Chart		Checklist	By vehicle (8 times)	Tech, Service manager, ACC manger	Record / Report / Confirm
Customer Acknowledgement Form		Customer sign	-	Customer, Associates	Record

	Type A	Type B	Type C	Type D
Actions	Record	Record & Report	Report & Confirm • Report by single • Report by multiple	View
Actors	Tech/Service manager / ACC manager	Service manager / ACC manager	Service manager / ACC manager / Store manager	Business/legal team

Weekly procedure review
(Service routine review)

Service A

Associate 1,2 Associate 3,4 Associate 4,5

Service B

Associate 1 Associate 6,7 Associate 9

Form

1 Yes / No 2 Yes / No 3 Yes / No

1 Service A Associate 1,2 Associate 3,4 Associate 4,5

2 Service A Associate 1,2 Associate 3,4 Associate 4,5

3 Service A Associate 1,2 Associate 3,4 Associate 4,5

Structure 1 (original)

Weekly procedure review 1/3

Theodore Day Completed

Cornelia Rodriguez

Start

Weekly procedure review - 1

Section 1

Section 2

Section 3

Finish

Structure 2

Weekly procedure review

Section 1 1/3 Section 2 0/3 Section 3 0/3

Lucille Hubbard... In progress

Cornelia Rodriguez In progress

Theodore Day Completed

Leonard Mendoza In progress

Barbara Adams In progress

+ Start New

App level control

User Role based control

List of Forms

App level control

Form attributes

Sections

Form level actions

App level control

Section attributes

Checklist

ACC Forms Manager

Eric Qualit Store ID: 100

Forms History Start New Form

Forms: March, 2021, Week 13

Equipment Review Monthly Due Date: 03/31/2021 IN PROGRESS

ACC Operations Review Weekly Due Date: 03/28/2021 IN PROGRESS

Compliance Review Weekly Submitted Date: 03/26/2021 COMPLETED

Procedure Reviews Due Date: 03/31/2021

Technician Certifications Due Date: 03/31/2021

Search Forms

From Date 30 Jun, 2019 To Date 30 Jul, 2019 Form Type Weekly Procedure Review +2

Store Number 100 Submitted By John Smith +1

15 of 146 Records Clear All Search

Form Name	Submitted By	Store ID	Date of Submission
Procedure Review - Monica Gillert	John Smith	100	7/19/2019
ACC Operations Review	Stefan Holmlid	100	7/19/2019
Weekly Procedure Review	Stefan Holmlid	100	6/19/2019
ACC Operations Review	John Smith	100	6/19/2019
Weekly Procedure Review	John Smith	100	6/19/2019
ACC Operations Review	Stefan Holmlid	100	6/19/2019
Weekly Equipment Review	Stefan Holmlid	100	5/20/2019
ACC Operations Review	Stefan Holmlid	100	5/20/2019
Weekly Procedure Review	Stefan Holmlid	100	5/20/2019
ACC Operations Review	Stefan Holmlid	100	5/19/2019
Weekly Procedure Review	John Smith	100	5/18/2019
Weekly Compliance Review	John Smith	100	5/18/2019
Weekly Procedure Review	Stefan Holmlid	100	5/17/2019

Procedure Review

Store ID: 100

March 2021 Start New Form

Arther McKinson Service Writer IN PROGRESS

Thomas Garrison Technician IN PROGRESS

Benjamin Hoggs Technician IN PROGRESS

Timothy Leary Technician IN PROGRESS

Monica Gillert Service Writer COMPLETED

James Oswald Technician COMPLETED

Walton Mitty Technician COMPLETED

Martin Dale Technician COMPLETED

Technician Certifications

Store ID: 100

ACTION NEEDED: Please complete the forms before the due date.

Thomas Garrison Technician Due Date: 06/30/2021 IN PROGRESS

Monica Gillert Service Writer Due Date: 07/22/2021 Not Started

Gerald Hughes Technician Submitted Date: 06/27/2021 COMPLETED

Benjamin Hoggs Technician Due in 15 days IN PROGRESS

Timothy Leary Technician Due in 7 days IN PROGRESS

Arther McKinson Technician Due Date: 04/30/2021 IN PROGRESS

James Oswald Technician Submitted Date: 03/26/2021 COMPLETED

Walton Mitty Technician Submitted Date: 03/26/2021 COMPLETED

Sales & ops Dashboard: Turning Data into Decisions

Single-view
dashboard

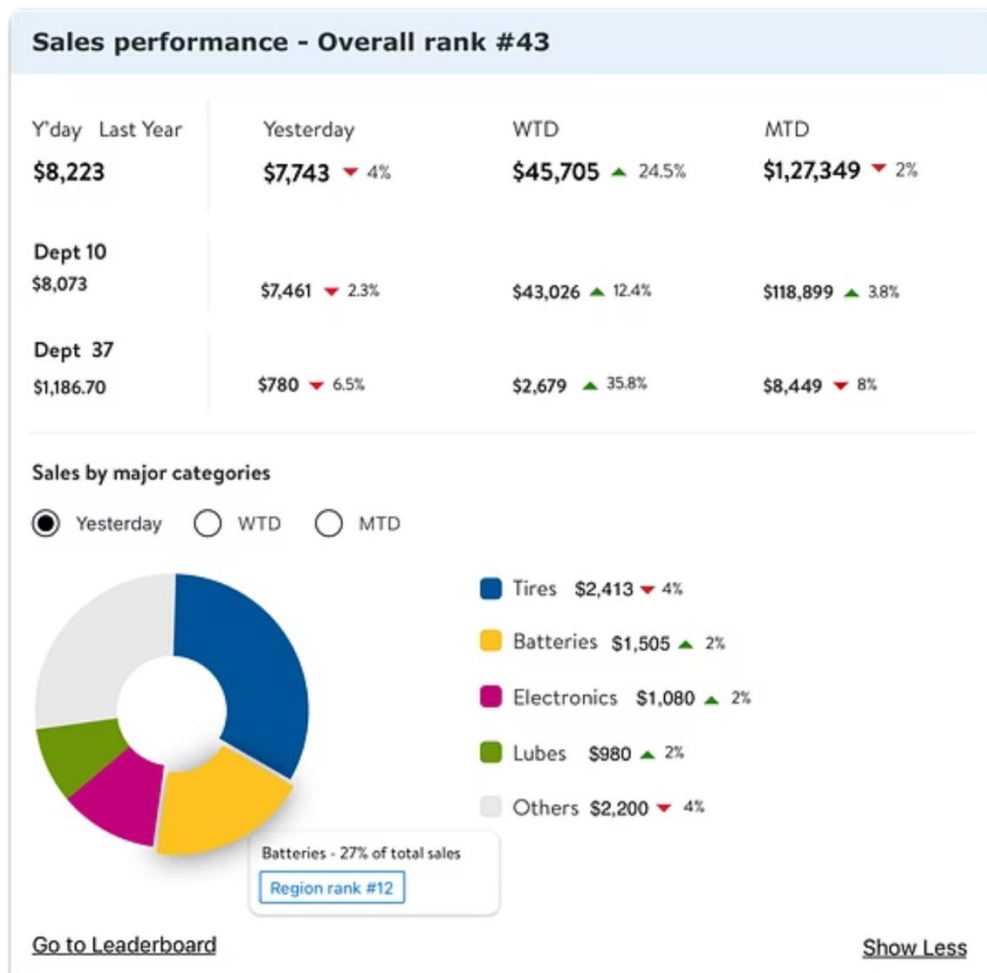
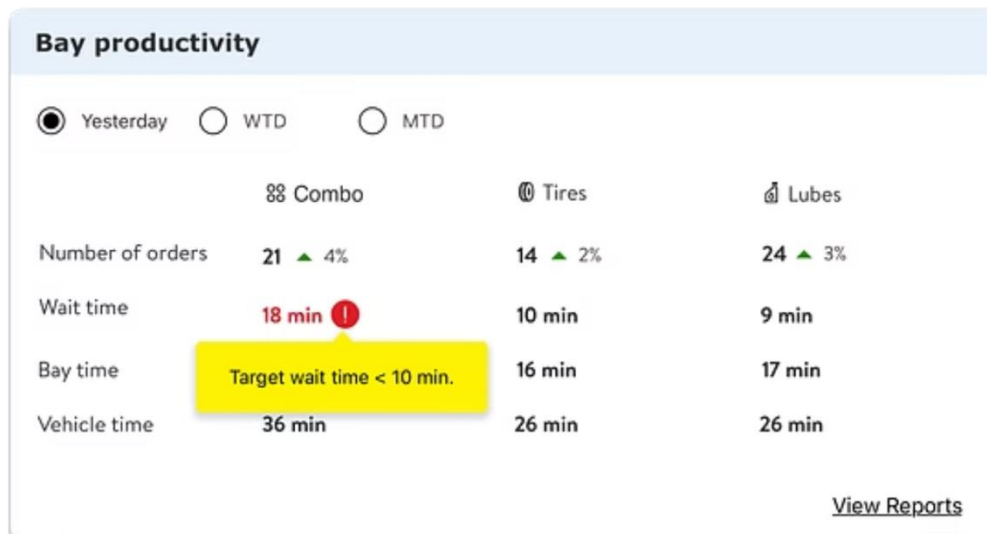
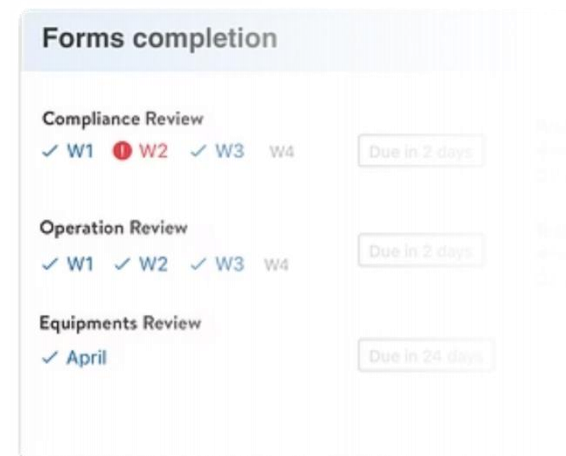
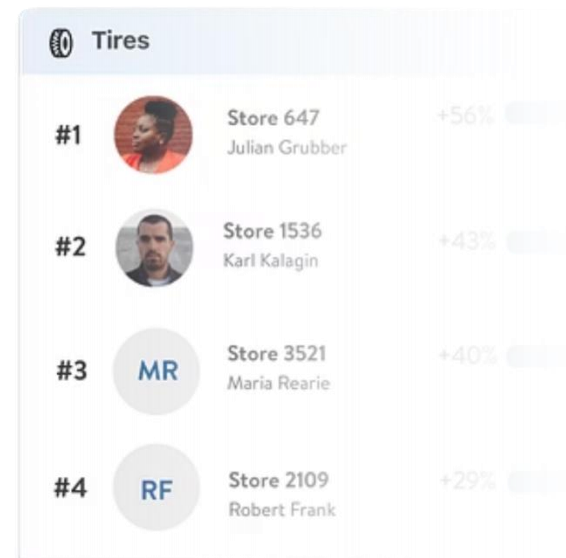
Unified metrics
combining bay
productivity, sales, and
compliance data.

Clear
Visualizations

Designed for limited
data literacy with
phased feature rollout.

Actionable Insights

Leaderboards and trend charts support proactive
scheduling and planning.



Scaling Across Auto Care Centers

Pilot Phase

Forms (Feb '20–Mar '21) with iterative releases and dashboard (Mar–Aug 2021) tested with users.

Refinement

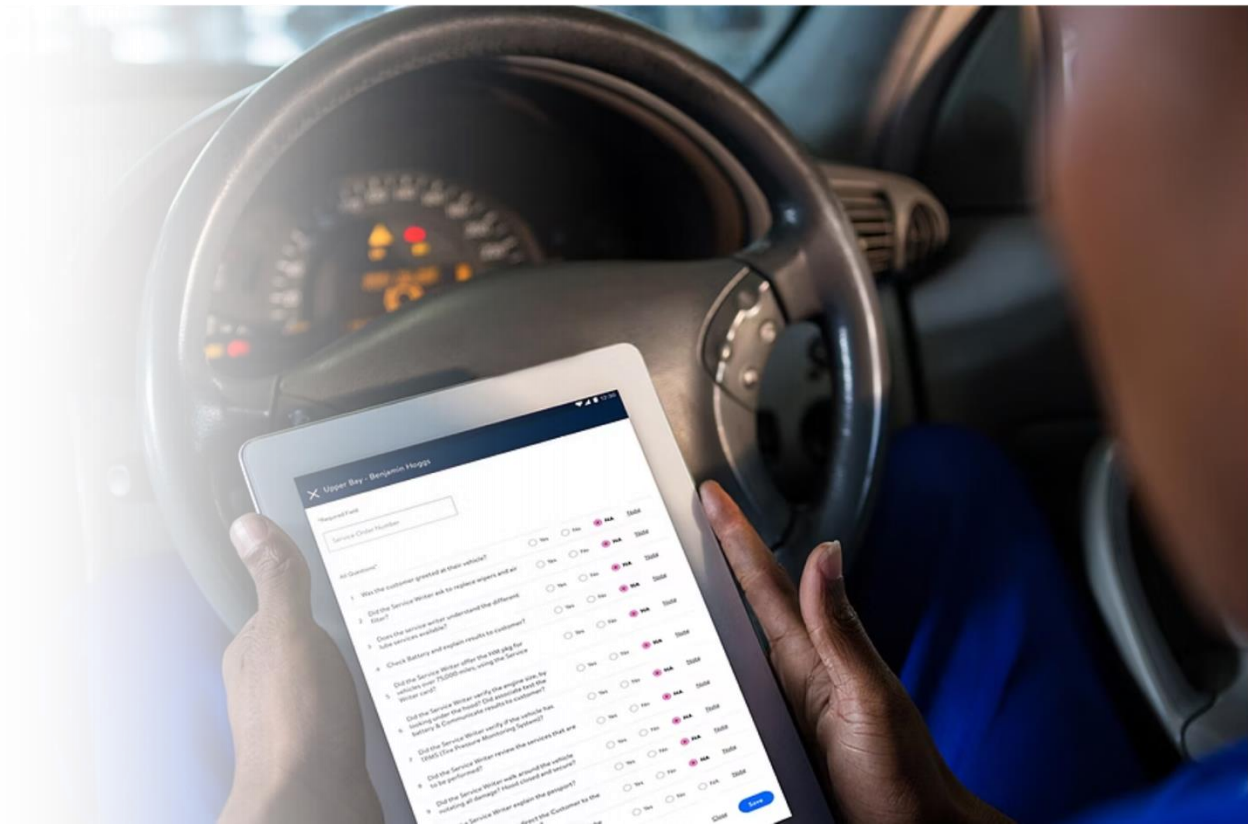
Iterations based on real-world feedback from managers and technicians.

Full Deployment

Reached ~11,000 form users and ~4,000 dashboard users nationwide.

The screenshot displays a digital form interface for a 'Weekly Procedure Review'. It is divided into sections for 'Weekly Procedure Review - 1' and 'Weekly Procedure Review - 2'. Each section contains a list of tasks with checkboxes for completion status (Yes, No, NA) and a 'Note' field. A 'Submit' button is visible at the bottom right of the form.

D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R	S	T
Feedback about this tool	TRUE	1.0.0	So much faster and easier to complete													
Feedback about this tool	TRUE	1.0.0	Good app...I'm glad we can receive the notifications on here...but can we get a notification sent to our work email so everybody knows we got to do this. I am the only one getting on here													
Feedback about this tool	TRUE	1.0.0	I have trouble submitting my checklists. Some days they will save, others they won't save. I love the forms being digitize, but when these things happen, I print the old forms off the wire to h													
Feedback about this tool	TRUE	1.0.0	Need a way to remove things that we don't specifically have.													
Feedback about this tool	TRUE	1.0.0	IPAD would not work this week. The page would not load so we had to do it at the dept mgr workstation on a computer there. When it works its great. I did submit a ticket.													
Feedback about this tool	TRUE	1.0.0	Please add Technician Certifications													
Feedback about this tool	TRUE	1.0.0	I show submitted reports 10-21-2021 which obviously hasn't happened yet. Also wish they would notify when a report is coming due													
Feedback about this tool	TRUE	1.0.0	very user friendly and much faster than paper form													
Feedback about this tool	FALSE	1.0.0	Form history needs to search based on just date													



Driving Measurable Success

\$12M

Annual Savings

Reduced legal costs
through digitized forms

18%

Compliance Boost

Improved regulatory
adherence

20%

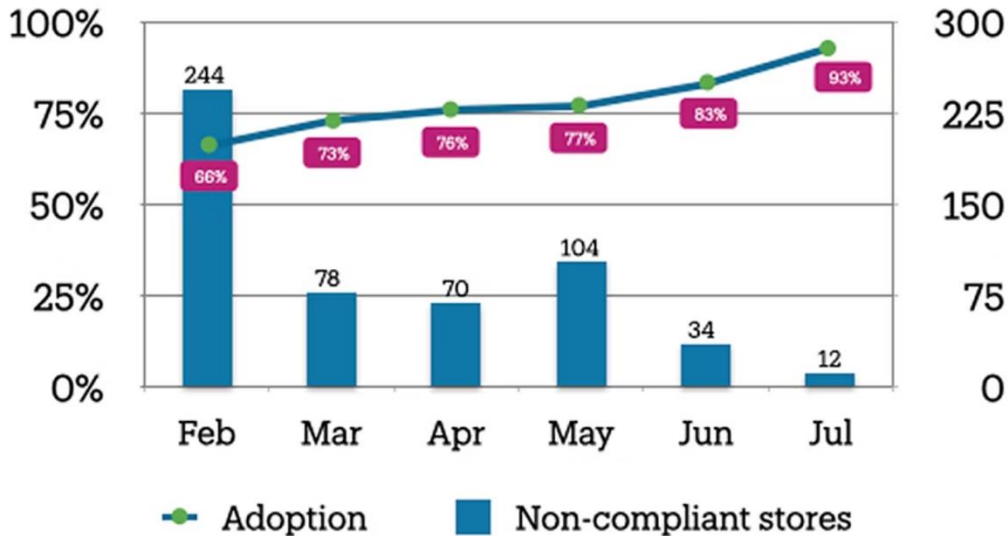
Service Time Cut

Faster customer service

30min

Daily Time Saved

Per manager through
streamlined workflows



Jul' 21

Adoption

93% ↑66%

MoM Adoption

93% ↑10%

Zero Stores¹

12 ↓89%

Compliance achieved

99% ↑35%

¹ Zero Stores are those that do not complete a single form in an entire month