

NN/g CUSTOMER JOURNEY MAP TEMPLATE



PERSONA

Transporter

SCENARIO

CFIA Inspector conducts routine inspection at delivery location

USER EXPECTATIONS

Transporter should be able to retrieve relevant documents (ATR, Contingency plans, ToC, Evidence of Employee Training) and should be able to email these documents to CFIA inspector

PHASE 1

Inspection Warrent from CFIA Inspector

PHASE 2

CFIA Inspector analyze documents

PHASE 3

CFIA Inspector gives a copy of a report on his inspection

PHASE 4

DOING

Receives the Inspection warrent from CFIA inspector, sends acknowledgment

if the documents are submitted,
1. the transporter retrieves all the submitted documents from his/her account
2. Provide all documents to CFIA inspector via email or any other possible way

if no irregular practise found,
1. The transporter submit the report provided by the inspector

THINKING

I need to submit the Inspection warrent upon receiving from Inspector.

How can I record an acknowledgment received from inspector upon giving the documents to inspector and the information he provided to me

SAYING

INSIGHTS

If a transporter receives any documents from the CFIA inspector, how do they submit the report.

Will there be any option from his/her account to submit report or do they submit it via email?

INTERNAL OWNERSHIP

Development Team: Find the way to attach the search warrent that can be linked to that particular transport journey