

Tile Shipping Express

Some questions for Mr Keogh

Balance

Q. How is the ship's balance monitored during the loading process?

A. Load and unload is completely different. While loading, balance is irrelevant. Rearranging first and then after, when it's down, checking balance

Q. Do you have a strategy for quick balance adjustments if the ship tilts?

A. Tilt, when having a highly skewed balance, it doesn't show. Just making sure it is balanced

Q. How do you coordinate balance adjustments when shifting boxes?

A. Containers are what they are shipping. If the ship isn't balanced, move a container over to make it balanced. He wants the shortest way to move the containers to make it balanced

UI

Q. You did mention high contrast colors and larger fonts, but overall, would you prefer a simple visual interface for the operator, or should it be more detailed and feature-rich?

A. For the design, make it simpler as it costs the least and make it easy/ and familiar for the workers to use

Q. Would you like the system to store data long-term for compliance purposes, or is short-term logging sufficient?

A. The log needs to contain EVERYTHING – long term.

EX. keeping the file open for 12 months, it says it's open for let's say the beginning of the year. Log files are portable and then can recover from an outage or something

Q. Given the pop-up window UI you described for the manifest(ship), would you like there to be a pop-up window UI for the buffer as well?

A. Answered previously

Q. Would you like us to add support for languages besides English?

A. Need to be able to be in English, no translating language

Q. In the sample session you described, John placed a container in an inefficient spot, would you like the software to advise him of a better spot to place the container before starting the transfer process?

A. Answered previously

Q. To clarify, our software provides a UI for the operator to choose which slot to load/unload between ship and buffer, would you like our software to provide an optimized "route" for which slots to unload/unload based on time?

A. Yes, we offer optimizing the time for balance and load/unloading: he wants a fast solution

Q. Should a timeout system to be implemented? For example, if the program is left idle for 5 minutes, the user is automatically logged out.

A. No timeout solution. Just let it sit in the background so it is always available.

Q. You mentioned having unused cells in the display grid being grayed out. Do you want a color option for potential color blind users?

A. Health: it's not discriminating if it harms someone's health so it is legal for the safety of the workers, everyone is healthy: can see colors, good physical shape as they have to climb up ladders and others

Operations

Q. What types of cargo do you handle, and are there any restrictions on size, weight, or material?

A. Containers are all the same size (stacking lego) only 40 foot. Weight is irrelevant when moving it since the crane is gonna move it either way.

Q. Can the crane manage fragile, oversized, or hazardous materials?

A. Most ship drivers have never seen the inside of the containers, sometimes it's labeled but we don't care what's inside the containers

Q. You mentioned that the crane tower is noisy and sound prompts may be ineffective. Would you like any visual cues or animations (e.g., blinking lights or pop-ups) for critical actions like confirming a container move?

A. Visual cue: source and target. Which one is the source and target, worker can know the path to the target

Q. How many operators are involved in loading/unloading on average?

A. There is one person driving the crane, a few people on the ground. Extra people when there's some tech issue

Error Handling

Q. What level of error handling do you want the system to have? For example, should the system flag potential mistakes (e.g., loading a container into an unavailable slot) or allow some flexibility for operator judgment?

A. We are telling the operator where to put the containers. Operators have the least chance of making an error, if there is an error, must be our fault. Container can't be negative weight. No flexibility: going to follow the path since the program gives the least cost

Q. To prevent data lost during a power cut, would you like data to automatically be saved via an online file save, or would you like to keep all data saved locally?

A. There are backup generators; have a message that says 'recovered' and restore everything that was there right before. The time to reboot is irrelevant.

Q. How quickly are software bugs or operational issues addressed once reported?

A. Answered previously

Q. Would you like a bug-tracking system that clients can view?

A. Answered previously

Q. How would you like us to document issues like bugs to prevent reoccurrence?

A. A suggestion box is given to the workers and checked probably once a year. If there are way too many errors, gonna resort to using pen and paper.

Q. Should there be a system to track issues that need long-term fixes?

A. The workers can make a list of bugs and then just show him and he'll let us know

Q. How often would you like software updates?

A. Not really a need for software updates but if there REALLY needs to a fix, can be fixed during Christmas break or something

Q. Do you want the system to notify the user when a software update is available?

A. Workers don't need to know the software updates, just show Mr. Keogh

Miscellaneous

Q. How would you like us to gather feedback from clients about loading/unloading services?

A. Answered previously

Q. Are there ways we could minimize the environmental impact of the operations?

A. Answered previously