

User Acceptance Testing (UAT) – Execution Plan

Project: MapleDash IMS Enhancement

Phase: Post-Build / Pre-Go-Live

UAT Type: Business Workflow & Process Validation

1. UAT Objective

The objective of UAT is to validate that the enhanced Inventory Management System (IMS) supports real-world warehouse operations, exception handling, and inventory accuracy requirements as defined in the BRD.

UAT confirms that:

- Business workflows function as expected
- Exception scenarios are handled correctly
- Inventory KPIs (QOH, ATP, coverage) behave accurately
- Operational users can perform tasks without disruption

UAT focuses on business acceptance, not technical or unit testing.

2. UAT Scope

In Scope

- Inbound receiving (ASN validation, discrepancies)
- Putaway execution and exception handling
- Cycle counting (system-directed, variance handling)
- Replenishment triggers and approvals
- Order picking & packing inventory deductions
- Inventory KPI behavior (QOH, ATP, coverage)

Out of Scope

- Performance/load testing
- Security testing
- Integration testing with external carrier systems
- Detailed UI/UX validation beyond usability

3. UAT Approach

UAT will be executed using scenario-based testing, aligned with TO-BE process maps and user stories.

Key principles:

- End-to-end business scenarios and process-focused test cases
- Focus on normal flows + exception flows
- Realistic data reflecting warehouse operations
- Business users validate outcomes, not system internals

4. UAT Entry Criteria

UAT can begin once the following conditions are met:

Approved Business Requirements

- BRD is signed off by key business stakeholders (Operations, Inventory, Warehouse).
- Scope, assumptions, and constraints are frozen for the UAT cycle.

TO-BE Processes Finalized

- AS-IS and TO-BE process maps for Inbound, Putaway, Cycle Counting, Replenishment, and Picking & Packing are approved.
- No open process ambiguities remain.

User Stories & Acceptance Criteria Approved

- All user stories mapped to business requirements are finalized.
- Acceptance criteria clearly define expected business behavior.

Test Environment Ready

- IMS enhancement build deployed to a UAT environment.
- Test data representing realistic operational scenarios is available.

UAT Participants Identified

- Warehouse Associates, Supervisors, and Inventory stakeholders assigned for UAT.
- Roles and responsibilities for validation are clear.

5. UAT Exit Criteria

UAT is considered complete when the following conditions are satisfied:

All UAT Scenarios Executed

- All defined UAT scenarios across the five operational processes are completed.
- Scenarios validate both normal flow and exception handling.

Critical Business Scenarios Accepted

- No unresolved High or Critical defects impacting inventory accuracy, ATP, or order fulfillment.
- Any remaining Medium/Low issues are documented with agreed workarounds.

Business Sign-Off Obtained

- Formal UAT sign-off received from Operations and Inventory leadership.
- Confirmation that system behavior aligns with TO-BE operational model.

No Regression in Core Operations

- Enhancements do not introduce new manual workarounds.
- Existing operational workflows remain stable or improved.

Readiness for Implementation Confirmed

- System is deemed fit for production rollout from a business perspective.
- Open items (if any) are logged for post-go-live improvement backlog.

6. UAT Roles & Responsibilities

- Warehouse Associates: Execute operational scenarios
- Warehouse Supervisors: Validate exceptions & approvals
- Inventory Planner: Validate inventory accuracy & KPIs
- Operations Manager: Provide final business sign-off
- Business Analyst: Coordinate UAT, track issues, manage traceability
- IT/Vendor Support: Fix defects, support environment

7. Defect Handling & Governance

- Defects logged with severity (Critical / High / Medium / Low)
- BA triages defects with business stakeholders
- Fix priority based on business impact, not technical complexity
- Retesting conducted for resolved defects

8. UAT Deliverables

- Approved UAT scenarios
- Executed test evidence (lightweight)
- Defect log with resolution status
- Formal UAT sign-off

9. Success Criteria

UAT is successful if:

- Warehouse operations can execute daily workflows smoothly
- Exceptions are manageable and controlled
- Inventory accuracy improves compared to AS-IS
- Users express confidence in system usability