

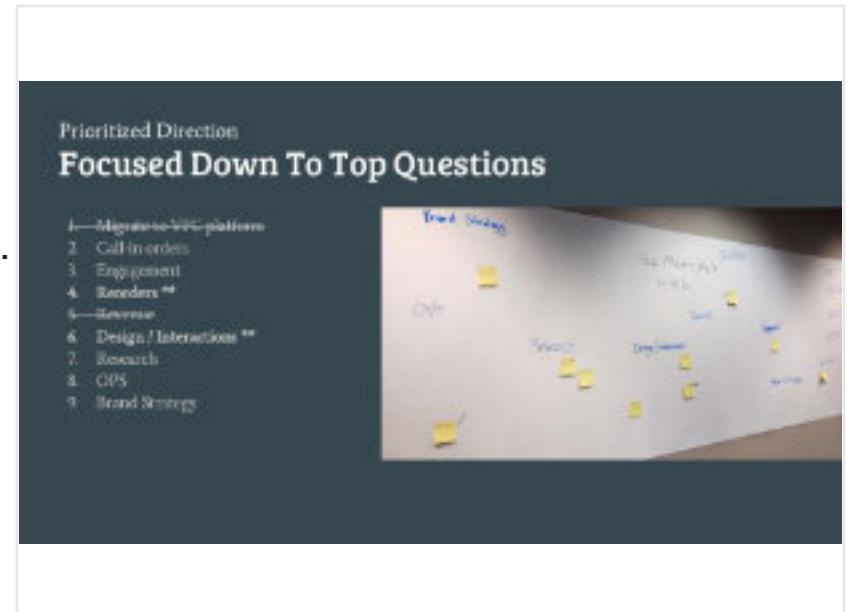
Covetrus — office use ordering

A compressed design sprint to frame the problem + pick the next slice to build

3■slide taster (redacted)

The situation

- Office-use ordering impacts revenue, operations, and customer experience.
- We needed alignment fast: what's broken, what matters most, and what to prototype.
- Output: prioritized problem space + early solution directions.



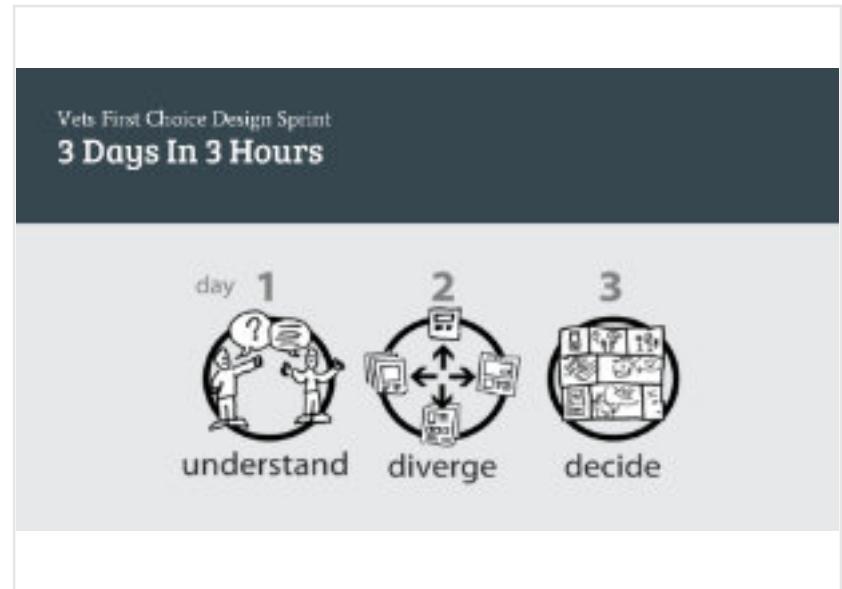
3 days in 3 hours

Understand → diverge → decide (without weeks of meetings)

Method

What we did

- Used a sprint structure to align stakeholders quickly.
- Mapped “9 buckets of problems to solve” across product + ops.
- Focused down to top questions: Reorders + Design / Interactions.



Excerpt: sprint framing

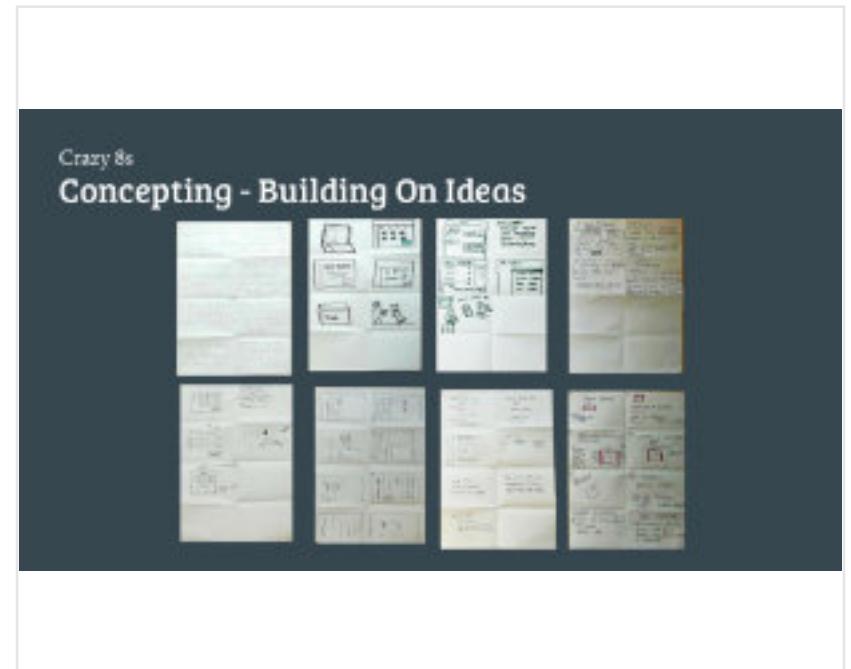
Outputs & next steps

Artifacts that made the work actionable

Deliverables

Sprint outputs

- User journey: identified the “happy path.”
- Concepting: Crazy 8s + solution deep dives to generate options.
- Captured “remaining work to be done” for prototyping + validation.



Excerpt: Crazy 8s concepting