# Case Study: UX Designer - Operations Systems

## Background

You are an UX Designer working in a rapidly growing e-grocery company. You are an owner of design concepts in all the operations areas: starting from receipt of the products from our suppliers up to the handover of shopping by our courier to the customer.

The challenge is to

## **Scenario 1 - Last Minute Application Rework**

Last Minute application is an application handling movement of products from standard stock to “Last Minute” stock, including physical movement of product to a new position. Last Minute stock contains products which are close to expiration or with any other flaw (e.g. damaged package) and we sell them with a significant discount. The purpose of this move and discount is to make sure we limit the value of goods which are fully lost and therefore decrease shrink (value of goods which are written off)

**Visual Materials**: [**here**](https://drive.google.com/drive/folders/12Ny6rGKzoapH0-PUpqQQuLZUZ2gdXXl7?usp=drive_link)

* Screenshots of current APP
* Video with application flow

### Context

The application is installed on Zebra devices (Android) and is used by regular warehouse workers (blue collars). There has to be several workers trained with it per site which also have multiple other tasks.

There is a report of items to be expiring which is used

### Your Task

* Current version of Last minute application is outdated:
  + It's not navigating user through standard flow
  + There are too many decision points
  + It requires extensive training
  + The design is not up to latest best practices
* Please propose improved process flow and setup of screens, steps
  + Analysis of current state / UX check
* Answer questions:
  + How would you trigger a request for a Last Minute move?
  + How would you effectively allocate workers for execution?
  + What are the biggest gaps of current solution?
  + Any general ideas for process improvement? (you can propose full scale alternative)

## Format

The form of presentation of the case study is open: it can be powerpoint, chart, word document, sheet or any other form.

You will present it with your voiceover. Presentation should not be longer than 20 minutes.