Name, Last Name, age, etc	4. What are your main responsibilities? 5. How many people are you managing? H do you communicate with Operators &	ow			
Position How long they work for					
3. How long they use RPO	7. How does your typical day look like? Car you run us through your daily activities, wh is the first thing you need to do?				
	8. How do you get information on events of previous shift and what is the status of the plant? 9. What would you say is the most stressful/difficult part of your job/day? Why				
	10. Can you recall a difficult/stressful situat that happened during your shift - what happened exactly? How did you solve it? 11. How do you decide which tasks need to				
	11. How do you decide which tasks need to performed each day, how do you plan & prioritize? 12. How does a shift handover look like? When you are the one handing over the sh When you are in an incoming shift?				
UNDERSTANDING WHY & HOW H	HE USES RPO? 13. What are the tasks you do in RPO?				
	14. Besides RPO do you use any other devide Do you use paper forms to capture any information within the plant? 15. How would you describe your experient with RPO? Does it help your workflow or makes it more difficult? What do you strug	ice			
	with while using it? What are you satisfied with? 16. Are you involved in training any employees? Do you rely on RPO to do any part of the training? 17. If you could change three things about RPO what would it be?				
USER INTERVIEWS - notes Profile Friday - 3rd Feb	Questions	Answers	Observations	Opportunities	Problems
UNDERSTANDING WORKFLOW Rajeev Rajguru 1. Position	4. What are your main responsibilities? 5. How does your typical day look	- Key in all the data, info, parameters and operations - Going through the shift handover with Shift manager - Highlight events - Verbal & Paper shift handover - check through the log and acknowlegde the Report (Team will be divided to do:	- not using RPO for handing over the shift, much easier for them to do it		
Supervisor/Shift Manager 2. How long they work for 14 years	like? Can you run me through your daily activities, what is the first thing you need to do? 6. How do you know what do you need to do each day?	equipment checklist customer section to key in data observe the boiler any outstanding task) - Plant check - Shift Handover to do the report - From Log list (the recurring tasks) - From the printed checklist - Work Instruction	verbally - they created their own Shift summary template which they handover by		
3. How long they use RPO 6 to 7 months UNDERSTANDING WHY & HOW I	7. What are the challenges you are facing daily?	- Hard to use RPO (not user friendly) - RPO cannot sort out the search properly *cannot search the specific keyword and doesn't highlight the search word - RPO logbook show all the log and is hard to view and search - Long time to load the report - A lot information in the report that is not applicable - double clicking not working - need to click on the search button to		Making Logbook preview only available for the mobile version	
	8. What would you say is the most difficult part of your job?	search instead of just click on Enter - Don't have common account that everyone can access and doesn't link your personal email - text formating doesnt function properly (paste text will be diferent font type or size and it can't be modified after that)			
	9. Can you recall a difficult/stressful situation that happened during your shift - what happened exactly? How did you solve it? 10. How does a shift handover look		- Operating parameters, detailed activities are not what they communicate during handover - Operators usually just go through Log	- Potential to separate Shift Handover	Hard to handover using RPO - format of reporting - need to find many different
	like? When you are the one handing over the shift? When you are in an incoming shift? HE USES RPO? 11. What are the tasks you do in RPO?	Verbally handover to the next incoming shift Key in event / task	Book as part of handover, and not use Shift Report - If one Operator already acknowledge handover report, others won't do as only 2 terminals and other tasks to be completed - They don't use Shift manning, they key that in as a comment in the Logbook - Don't really use Work instruction much,	Summary out from Log Book - Allow web version of Handover Report (with PDF download option) Making checklists practical and mobile	statements for events as not all in one place - search function is not able to map 1-1 keywords - in RPO too many details which are not important for handover
	12. Besides RPO do you use any other device? Do you use paper forms to capture any information within the plant?	Equipment checklist User use MOCA (on iPad) for Plant checklist in the field and paper log	as it has too much details for them to key in - Don't use Checklists Field and panel checklist they do in the RPO (but they are planning to shift that Panel Checklist to RPO) - They seem to switch between quite a few systems + paper lists	as MOCA	
	13. How would you describe your experience with RPO? Does it help your workflow or makes it more difficult? What do you struggle with while using it? What are you satisfied with?	Difficult to use, makes our workflow more comlicated RPO is time consuming, a lot of details to fill in user interface is not user friendly Logbook(paper) need to only fill in once whereas RPO, you need to click a lot to fill up the information Search is not very user friendly, not able to search exactly what we want			Very difficult to search through the PDF to check the status of the plant
	14. Does RPO help you in ensuring safety and operations of the plant? 15. Do you use RPO to monitor tasks you need to conduct each day and update their status?				
	16. How do you find out if there is any permit issued to you? 17. How do you create shift report? 18. If you could change three things about RPO what would it be?				
LOGBOOK		- Prefer paper checklist than RPO - Cannot bring RPO out to the field - Checklist not integrated in RPO - Checklist: Note on paper and then key in to RPO Click on 'Add' > Choose 'Operations' > Key in the description e.g: Start BCP-A for 2	Parts of RPO they'd like to be Mobile: - checklists - Logbook (preview only) Most important part for them is the		
WORK INSTRUCTIONS	1. Can you run me through your workflow of creating of a Log? 2. Do you use Logbook for getting info	Key in the description e.g: Start BCP-A for 2 hours > Set the time > Set the Unit > Set status 'Open' > At the end of the shift, open back the log > Key in the description e.g: Stop BCP-A-1300 hours > Click on 'Save' > Change the status to 'Close' - After the log is added, no action is taken	Description - They are using two (15 inch) laptops for RPO, so space is limited, they occasionally customize their Record's view, but tend not to add to many fields as then the Description part becomes very small - They sometimes use notes to indicate start/stop for actions, or ad-hoc	- Some way to input ad-hoc to-dos or instructions?	If some Log requires multiple times they are not able to do it within Log details form. They key that timings into the description
	about task status and their urgency? 3. What are the most common actions you do with created Logs? Do you need to come back and edit them? 4. What would you change about	unless they need to stop it - At the end of the shift, to close the task - Logbook details, space is not very well	start/stop for actions, or ad-hoc instructions, but these are not visible from the overview list They are using comments as place to	instructions? - Some way to mark an activity as important or sticky - Make it preview only for mobile version	- 'View', 'Add' and 'Edit' log records
	4. What would you change about working with Logbooks to make it more useful for you?	utilised There is lots of empty space - Easier to look through the log than the report as there are no relevant information in the report - Key in few event in a log (save time) - Important data is all in the description instead of the specific column allocated for the information (eg: time) Log time should be automated and not key	enter info about who is working in the	- Make it preview only for mobile version - Text entering / editing options to work as standard	are currently all tied together in one view
		- Log time should be automated and not key in manually (the actual event time, user will key in the logbox) - Filter: seldom use. Mostly predefine filters. Too many filter will affect the column size - Logbox is important. Need to occupied more space compared to status and priority - Use standard format text. Highlight text is not working properly			Extra logs created if two users key information simultaneously
				- Shift Report file organization - some way to organize all previously generated reports based on Year, User Roles	- Having to 'uncheck' items to omit from report, such as activity from previous shift - Having to click through entire list of Shift Handover Reports to find report history
	1. Can you run me through process how you create/use WI? 2. Do you use WI Templates? When? Why? How's the experience? How do you create them?	- Templates are hard to edit	They don't use it much They used it to create the recurring task lists		
			- Checklists are not useful if they are not portable - Right now, checklists for Plant is on their own system MOCA		
SHIFT HANDOVER	what is the info you are looking for? 5. How do you know if work instruction is overdue? What do you do in these situations? 6. Do you need to keep track of WI				
	6. Do you need to keep track of WI status and how do you do that?				- Columns and filters have a dependency problem, different filters are suppose to present different columns, but 'View all' usually include all columns
			Librar 4	-Con- :	- Copy and pasting includes formatting - Panel trends have to be printed, scanned and attached
	1. Can you run me through your process of reading/checking through Shift handover details? 2. What are the most common/important actions you do within shift handover?	Operator will 'check' all log items related to their shift. and include 'Open' items from previous shift as well Log Defects, then go to process of issuing Work Order on SAP Go through the previous shift report/data and acknowledge it	Operator will handover to Field Operator - No need for Audit Trails, Notes as they are too hidden or detailed - Shift Handover Reports have all daily information, data logged from instruments as well are to part of high bandows.	- Can potentially omit 'checking' process if logs are tied to shift timings or users, also auto-select 'Open' issues - Some way to differentiate clearly what has been keyed in by Operators, and not include all parameters	- Tabs under Shift Handover Report are not customisable (low-priority), for instance to include 'Alarms' - SAP work order syncing issues with RPO
	3. Do you have a need to modify details of SH Report? When? Why? 4. How do you acknowledge details of outgoing shift? What's the process like?	- At the end of the shift, all the task with 'open' status need to be close if handing task over to next shift is not applicable			
USER INTERVIEWS - notes Profile Friday - 3rd Feb	Questions	Answers	Observations	Opportunities	Problems
Lawrence 1. Position	4. What are your main responsibilities?5. How many operators you manage within one shift?	- Everything must be documented (Permit Approval / Cancellation) - Prepare work order / Issued work orde	- Log Summary is the most important - Don't use Notes, Link to Work Instructions - Created a new log entry 'Log Summary' that has own report format, but is hard to view when in Log Book overview list - Using Incoming and Outgoing Comments to include who is		- No easy way to compile or extract essential information for a 'Log Summary' to be used in Handover - Everything is shown in Log Book Overview, hard to filter and search - No way to view who is incoming
	previous shift and what is the status of the plant? 9. What are the challenges you are facing daily? 10. What would you say is the most stressful/difficult part of your job/day? Why 11. Can you recall a difficult/stressful situat that happened during your shift - what happened exactly? How did you solve it? 12. How do you decide which tasks need to be performed each day, how do you plan & prioritize?	y? ion			
UNDERSTANDING WHY & HOW H	13. How does a shift handover look like? When you are the one handing over the sh When you are in an incoming shift? HE USES RPO?	- Verbally handover from previous shift supervisor or incoming shift supervisor - Description & Log Details more important for Handover			- Timestamp and Log Time currently the same. Have to input time of activity separately in Description, so Log Time is not that critical
	14. What are the tasks you do in RPO? 15. Besides RPO do you use any other devided by the polyon use paper forms to capture any information within the plant?	ce?			
	16. How would you describe your experien with RPO? Does it help your workflow or makes it more difficult? What do you strug with while using it? What are you satisfied with? 17. How do you train operators? Do you rel	gle			
	17. How do you train operators? Do you rel on RPO to do any part of the training? 18. How do you create work instructions? Hong does it take you to create them? Do you se templates? Any suggestions on how to improve them? 19. How do you monitor progress of a certatask? 20. How do you create the shift handover	How ou			
	report? Do you think you have all relevant information within the report? Too much information? 21. How do you review incidents reports? 22. If you could change three things about RPO what would it be?				
USER INTERVIEWS - notes Profile Wednesday - 8th Feb					
	Questions	Answers	Observations	Opportunities	Problems
UNDERSTANDING WORKFLOW Hairul A 1. Position	4. What are your main responsibilities? 5. How does your typical day look like? Can you run me through your daily activities, what is the first thing you need	- Check all the tank, system, rundown, loading, discharge - Make sure the tank is working on safe level - Monitor pump operations and levels Check all the system: Tank level, Operation, monitor valve open, all the activity within the work order > Go through the Log > Follow up	- Take over duty with Hardcopy printed report - Toolbox Meeting by Supervisor - Check Tank operations - Check Valves (TCS System) - Check utilities within work order	Opportunities	Problems
UNDERSTANDING WORKFLOW Hairul A	4. What are your main responsibilities? 5. How does your typical day look like? Can you run me through your daily	- Check all the tank, system, rundown, loading, discharge - Make sure the tank is working on safe level - Monitor pump operations and levels Check all the system: Tank level, Operation, monitor valve open, all the activity within the	- Take over duty with Hardcopy printed report - Toolbox Meeting by Supervisor - Check Tank operations - Check Valves (TCS System)	- Potential to eliminate need for email work order, or fit it into RPO workflow (fire email off once Supervisor confirms work orders) - Email may be chosen format due to other people who may not have access to RPO?	Problems
UNDERSTANDING WORKFLOW Hairul A 1. Position Field Operator 2. How long they work for	4. What are your main responsibilities? 5. How does your typical day look like? Can you run me through your daily activities, what is the first thing you need to do? 6. How do you know what do you need to do each day? 7. What are the challenges you are facing daily? 8. What would you say is the most	- Check all the tank, system, rundown, loading, discharge - Make sure the tank is working on safe level - Monitor pump operations and levels Check all the system: Tank level, Operation, monitor valve open, all the activity within the work order > Go through the Log > Follow up any outstanding task Daily order (send by email) - any outstanding orders, daily orders sen by	- Take over duty with Hardcopy printed report - Toolbox Meeting by Supervisor - Check Tank operations - Check Valves (TCS System) - Check utilities within work order - Go through Logs - Follow up on Open Issues - Preparing Shipping Documents	- Potential to eliminate need for email work order, or fit it into RPO workflow (fire email off once Supervisor confirms work orders) - Email may be chosen format due to other people who may not have access	- Too many tanks being logged - Individually logging the tanks not a key requirement for Handover Reports
UNDERSTANDING WORKFLOW Hairul A 1. Position Field Operator 2. How long they work for 10 years 3. How long they use RPO	4. What are your main responsibilities? 5. How does your typical day look like? Can you run me through your daily activities, what is the first thing you need to do? 6. How do you know what do you need to do each day? 7. What are the challenges you are facing daily? 8. What would you say is the most difficult part of your job? 9. Can you recall a difficult/stressful situation that happened during your shift - what happened exactly? How did you solve it?	- Check all the tank, system, rundown, loading, discharge - Make sure the tank is working on safe level - Monitor pump operations and levels Check all the system: Tank level, Operation, monitor valve open, all the activity within the work order > Go through the Log > Follow up any outstanding task Daily order (send by email) - any outstanding orders, daily orders sen by Supervisor via email - RPO is messy - Repeated log created (user cannot find the log) - Preferred to log the Tank by dyke instead of	- Take over duty with Hardcopy printed report - Toolbox Meeting by Supervisor - Check Tank operations - Check Valves (TCS System) - Check utilities within work order - Go through Logs - Follow up on Open Issues - Preparing Shipping Documents	- Potential to eliminate need for email work order, or fit it into RPO workflow (fire email off once Supervisor confirms work orders) - Email may be chosen format due to other people who may not have access to RPO?	- Too many tanks being logged - Individually logging the tanks not a key requirement for Handover
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UNDERSTANDING WORKFLOW Hairul A 1. Position Field Operator 2. How long they work for 10 years 3. How long they use RPO	4. What are your main responsibilities? 5. How does your typical day look like? Can you run me through your daily activities, what is the first thing you need to do? 6. How do you know what do you need to do each day? 7. What are the challenges you are facing daily? 8. What would you say is the most difficult part of your job? 9. Can you recall a difficult/stressful situation that happened during your shift - what happened exactly? How did you solve it? 10. How does a shift handover look like? When you are the one handing over the shift? When you are in an incoming shift? 11. What are the tasks you do in RPO? 12. Besides RPO do you use any other device? Do you use paper forms to capture any information within the plant? 13. How would you describe your experience with RPO? Does it help your workflow or makes? It more difficult? What do you struggle with while using it? What are you satisfied with? 14. Does RPO help you in ensuring safety and operations of the plant? 15. Do you use RPO to monitor tasks you need to conduct each day and update their status? 16. How do you find out if there is any permit issued to you? 17. How do you create shift report?— 18. If you could change three things	- Check all the tank, system, rundown, loading, discharge - Make sure the tank is working on safe level - Monitor pump operations and levels Check all the system: Tank level, Operation, monitor valve open, all the activity within the work order > Go through the Log > Follow up any outstanding task Daily order (send by email) - any outstanding orders, daily orders sen by Supervisor via email - RPO is messy - Repeated log created (user cannot find the log) confused with the time of the log) - Preferred to log the Tank by dyke instead of individual tank log - Input daily routines and ad-hoc job - Key in data obtain from field operator ATG system - to monitor the tank level & live feed of the tank After RPO modification, RPO is easier to view and more systematic.	- Take over duty with Hardcopy printed report - Toolbox Meeting by Supervisor - Check Tank operations - Check Valves (TCS System) - Check utilities within work order - Go through Logs - Follow up on Open Issues - Preparing Shipping Documents - Waste management Waste management - Key in System used to movitor Tank Levels - Leaquelt was to move the common of the c	- Potential to eliminate need for email work order, or fit it into RPO workflow (fire email off once Supervisor confirms work orders) - Email may be chosen format due to other people who may not have access to RPO?	- Too many tanks being logged - Individually logging the tanks not a key requirement for Handover
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