

Questionnaires (User Interviews)

Prepared Questionnaires

Profile	Questions	Answers	Observations	Opportunities	Problems
USER INTERVIEWS - notes					
Friday - 3rd Feb					
UNDERSTANDING WORKFLOW					
Name, Last Name, age, etc	4. What are your main responsibilities?	In all the data, info, parameters and operators. Key through the shift handover with Shift Manager. Highlight events			
1. Position	5. How many people are you managing? How do you communicate with Operators & Supervisors?	Verbal & Paper shift handover. Check through the log and acknowledge the report I can well be divided into: equipment (checked) customer section to the report I can well be divided into: outstanding task. Shift Handover to do the report	not using RPO for handing over the shift, much easier for them to do verbally. they created their own Shift Summary template which they handover by		
2. How long they work for	6. What are the challenges you are facing?	From Log but the recurring task! From the control checklist Work Instruction			
3. How long they use RPO	7. How does your typical day look like? Can you run us through your daily activities, what is the first thing you need to do?	Hard to use RPO just your friendly RPO cannot open the search properly. Cannot search the specific keyword and doesn't highlight the search word RPO highlight show the log and it is hard to view and search. Long time to find the report. A bit information in the report that is not applicable. Double clicking not working. Doesn't have common access that everyone can access and doesn't link your personal mail. Not formatting several function properly (paste text will be different font type) and I can't be modified after that	Logbook needs to be keyed in certain spots as Field Operator need to be backed to Panel Operator for certain parameters or events.	Making Logbook version only available for the mobile version	
	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 situation that happened during your shift - what happened exactly? How did you solve it?				
	11. How do you decide which tasks need to be performed each day, how do you plan & prioritize?				
	12. How does a shift handover look like? When you are the one handing over the shift? When you are in an incoming shift?				
UNDERSTANDING WHY & HOW HE USES RPO?					
	13. What are the tasks you do in RPO?				
	14. Besides RPO do you use any other device? Do you use paper forms to capture any information within the plant?				
	15. 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?				
	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

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USER INTERVIEWS - notes					
Friday - 3rd Feb					
UNDERSTANDING WORKFLOW					
Rajeev Rajguru	4. What are your main responsibilities?	Key in all the data, info, parameters and operators. Go through the shift handover with Shift Manager. Highlight events			
1. Position	5. How does your typical day look like? Can you run us through your daily activities, what is the first thing you need to do?	Verbal & Paper shift handover. Check through the log and acknowledge the report I can well be divided into: equipment (checked) customer section to the report I can well be divided into: outstanding task. Shift Handover to do the report	not using RPO for handing over the shift, much easier for them to do verbally. they created their own Shift Summary template which they handover by		
2. How long they work for	6. How do you know what you do need to do each day?	From Log but the recurring task! From the control checklist Work Instruction			
3. How long they use RPO	7. What are the challenges you are facing daily?	Hard to use RPO just your friendly RPO cannot open the search properly. Cannot search the specific keyword and doesn't highlight the search word RPO highlight show the log and it is hard to view and search. Long time to find the report. A bit information in the report that is not applicable. Double clicking not working. Doesn't have common access that everyone can access and doesn't link your personal mail. Not formatting several function properly (paste text will be different font type) and I can't be modified after that	Logbook needs to be keyed in certain spots as Field Operator need to be backed to Panel Operator for certain parameters or events.	Making Logbook version only available for the mobile version	
6 to 7 months	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?	Verbally handover to the next incoming shift			
UNDERSTANDING WHY & HOW HE USES RPO?					
	11. What are the tasks you do in RPO?	Key in event rack Equipment checklist	They don't use Shift Summary, they key that in as a comment in the Logbook. Don't really use Work Instruction much, as it has too much details for them to key in. Don't use Checklists	Making checklist practical and mobile as MOCA	
	12. Besides RPO do you use any other device? Do you use paper forms to capture any information within the plant?	Use use MOCA and Panel for Plant checked in the field and paper flag			
	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 complicated. RPO is time consuming, a lot of details to fill. User interface is not user friendly. Logbook/report need only fill it once whereas RPO you need to click a lot to fill up information. Search is not very user friendly, not able to search exactly what we want			Very difficult to search through the RPO 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?	Prefer paper checklist than RPO. Cannot bring RPO into the field. Checklist not integrated in RPO. Checklist - Notes on paper and then key in to RPO	Parts of RPO they'd like to be Mobile: - Checklists - Logbook (view only)		
LOGBOOK					
	1. Can you run me through your process of creating a Log?	Click on 'Add' > Choose 'Operator' > Key in the description eg 'Start RCH-A for 2 hours' > Set the Unit > Set the Status > At the end of the shift, open back the log > Key in the description eg 'Stop RCH-A for 1300 hours' > Click on 'Save' > Change the status to 'Close'	Most important part for them is the Description. They are using two 11.5 inch laptops for RPO, so space is limited, they occasionally use their Securus's view, but tend not to add to many fields as the Description part becomes very small		If some Log requires multiple times they are not able to do it within Log details form. They key that through into the description
	2. Do you use Logbook for getting info about task status and their urgency?	After the log is added, no action is taken unless they need to stop it	They sometimes use notes to indicate start/stop the activities, and if the instructions, but these are not visible from the overview list	Some way to input ad hoc to do or not instructions. Some way to mark an activity as reported or sticky	
	3. What are the most common actions you do with created Logs? Do you need to come back and edit them?	At the end of the shift, to close the log			
	4. What would you change about working with Logbooks to make it more useful for you?	Logbook details, space is not very well utilized. There is lots of empty space	They are using comments as place to input info about who is working in the shift	Make it preview only for mobile version. Not allowing editing options to work as standard	'View', 'Add' and 'Edit' log records are currently all tied together in one screen
	5. Is this something you'd require mobile access to?	Easier to look through the log than the report as there are no irrelevant information in the report. Key in few events in a log (one time) > Logbook/report need only fill it once whereas RPO you need to click a lot to fill up information. Filter option on: Mostly production filters. Too many filter will affect the column size. Logbook is important. Need to occupied more space. Logbook is the status and priority. Use standard format text. Highlight text is not working properly			
	6. Do you need to keep track of WI status and how do you do that?				
	7. How do you create shift reports?				
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