

User Interview Insights

FIELD OPERATOR - (Human sensor on the field)							
Goals	Feed the information in the MES system to ensure continuous operation	Perform tasks - work instruction. Update constantly	report field equipment problem				
	Ensure safety of the plant	Fill checklist	capture abnormal events from field				
	Avoid breakages in the production	Create logs	Report accurate info to panel operators				
	Reference past information for his preventive measures	Generate SH reports	Record valuable information easily				
	Compiling reports for next shift	create audit trails	Right information at the right time from field				
	Transfer plant status to incoming operators	Fill checklist					
		enter logs in logbook					
		follow instructions and update status					
	create detailed activity log						
	performing field operations - checks, report device status, take control actions, maint tasks						
SUMMARY OF GOALS:	Ensuring safety & operations	Performing field operations	Reporting, recording info	Logging	Handover		
Behaviour	Check RPO for assigned work instructions	Directly affected by weather (sun, storm etc)	Use RPO to generate shift report				
	Access information	Routine checks on units and equipments	Get info from operators regarding the previous shift				
	Reference SOP instructions	Walk, climb, hear, see, observe, act	Get briefing from shift supervisor				
	Search for tasks to be done	Do field operations as instructed	Look for Dev status in last shift				
	Looks for work orders, permits issued		Record (enter) data & information				
SUMMARY OF BEHAVIOUR:	Operations - checking tasks and permits	Field work	Recording, reporting info	Shift related			
Frustrations	Inability to attach important details to a log (e.g. photo, table etc)	Lack of info & guide at fingertips	Physical frustration (environment) and dangerous surroundings	Redundant tasks such as entering information into the system	Faulty equipments	Unable to see alarms in the field	
	No ability to record real-time information on paper or mobile device		Bad weather conditions	Tracking Dev status in huge check list			
	Unable to locate the instrument to be investigated		Carry all necessary things to heavy (lots of gadgets to carry)				
	Difficult to access information in the field		Using mobile device with gloves on hands				
	Moving to another workstation to access RPO						
SUMMARY OF FRUSTRATIONS:	No mobility	Lack of info at finger tips	Nature of the job, impracticalities with equipment	Redundancy of info entering and huge check lists	Equipment faults and repairs	Unable to see critical information from anywhere	
Complaining about	Search by work order number or permit to work number	Provide continuity in creating check lists - start from the last filled up one	Can't enter data/report when system is either slow response or frozen/failed	No mobile version	View too general for information access	Not familiar with the system for data entry and reporting	Text too small
	Search is not very rich		Operators do like to enter data in the system for reporting. They like to fill in the standard form to reporting				Gant chart view
			Opening system is not very fast				Single click drag'n'drop photos
SUMMARY OF COMPLAINTS:	Search not useful enough	Check lists lacking continuity	System problems (frozen or faulty)	No mobility	View is too general, they's prefer something more role related	Feeling untrained	UI problems

SUPERVISOR							
Goals	Check critical equipment status and task status	Review, approve, summarize for the shift	Instruct the operators				
	Minimum upsets, maximize output	To lead the team	Train new operators				
	Zero safety incidents	Schedule, Plan, Execute tasks	Manage a team of operators				
	Manage problems encountered	Bridge between Manager & operator					
	Oversee shift operations	Report planned vs actual activities					
	? someword operators to carry out task safely						
SUMMARY OF GOALS:	Oversee operations & safety	Review & Manage tasks	Manage & Train operators				
Behaviour	Review production plan	Ensure plant is operating safely	Create work instructions/taks	Compile shift handover report			
	Check Maintenance plan & activities	Ensure operators are carrying out tasks following SOP	Create work requirements for work orders to the maintenance section	Compile & report only information that matters			
	Review plan vs. actual	Execute tasks	Make taks list as per daily operating guidelines	Compile SH report			
	Plan for any shortcomings to achieve targets	Coordinate with other teams					
	Check events that may disturb production	Mentor new operators					
	Plan, schedule, review tasks						
Review incident reports and approve tasks							
SUMMARY OF BEHAVIOUR:	Review & Plan	Ensure operations & safety	Creating tasks	Compiling reports			
Frustrations	Too many tasks	Lack of clear info/guide for a particular task	Difficult to summarize shift activities	Concise & accurate reporting	Plant upsets or equipment failure		
	Add hoc tasks occurring	Difficult to set views as they want		Consolidate shift events for handover report	Process multiple systems for certain tasks such as CMMS and RPO		
	Under resource & schedule pressure						
SUMMARY OF FRUSTRATIONS:	Work overload and unexpected events	Unable to see the most relevant info	Activities summary	Concise & accurate reporting	Plant and systems failures		
Complaining about	Report doesn't meet their need	No dashboard view	Unable to add annotations to trends	Event should be linked to KPI's			
	Report compilation doesn't meet their need						
SUMMARY OF COMPLAINTS:	Report	UI	Trends	Events			

SUPERVISOR							
STAGES / PHASES	Planning & Prioritization	Taking over shift	Monitoring & Supervising	Reporting	Close up - shift handover		
WHAT IS USER DOING	Review active alarms from previous shift	Approve incoming shift handover report and note	Monitor progress of critical task	improve accuracy of information collected	Create outgoing SH report		
	Review status and task logs of previous shift	Create work instruction and assign	Coordinate team members to execute tasks	summarize shift activities	Execute SH handover		
	Create task list		Status of plan vs. actual activities at any time throughout the shift	auto compile shift reports consolidate information from operators			
	Assign tasks		task decision making when necessary				
WHAT IS USER THINKING	How to improve efficiency and reduce errors	What tasks needs to be executed to ensure smooth operations	What are my targets	How good is data captured			
		What are my priorities for today	Do I have all what i need to achieve the targets				
			How can I provide correct guidance at correct time				
WHAT IS USER FEELING	Normal	All information in one window would be good	Too much data, insufficient information "Actionable"	Frustrated when unable to generate report to management	Too much information to review at the end of the shift		
		Stress	What is the best way to use RPO	More stressed			
OPPORTUNITIES		Ability to modify what operators have written to make it more meaningful					
		Easy access to certain approvals (if there are not on their desk)					

FIELD OPERATOR							
STAGES / PHASES	Planning & Prioritization	Taking over shift	Executing tasks	Reporting	Close up - shift handover		
WHAT IS USER DOING	Refer to planned task list	Toolbox meeting	Go out to conduct field tasks	Report the shift events	Shift handover meeting (outgoing)		
	Refer to shift handover paper	Meet outgoing operator discuss plant status activity	Execute planned & unplanned tasks	Outgoing shift handover	Prepare shift report and perform shift handover		
	Review SH report	Confirm required activities in this shift	Continue opened tasks from previous shift	Report back work status	close shift		
	Planning shift tasks	Collect all necessary tools / info required for	Do routine tasks	Enter logs	approve outgoing shifthandover report		
	Talk to outgoing operator		Do any ad-hoc tasks	Update task status			
	Discuss with incoming shift groups		Take notes while performing tasks				
	Take notes on major events happened		Field equipment investigation				
	Obtain work instruction from control room		Inspections & checks				
List down tasks to be completed		Record data for reporting					
WHAT IS USER THINKING	What is the status of the plant? Good? Bad?	Did I receive all the inputs to take over the shift?	Can we capture dev-status automatically in the check list?	Not enough time to enter all the notes into the system	Compile the SH report orderly & quickly		
	Is today going to be busy?	Add this SH tasks & prioritize in an ordered way	How many tasks can I complete today?	Do I have sufficient time to write the SH report	Did I miss anything		
	Is there a similar event that happened in the past?	Understand clearly what to do and how to do it	Can I write & remember this when I go back to control room	What should I include in the log	Why can't report compilation be automated (based on shift time?)		
				Is this critical information			
WHAT IS USER FEELING	Openmind to absorb all the inputs	Wondering weather he received all inputs	Frustrated if tasks are too much or to intense	I don't want to fill in many fields, can we make it more simple?	Relieved		
	Alert & Aware		Relaxed and calm if there isn't any major issue	Tired			
	Anxious		Wondering weather system can advise how to perform the task	In a hurry			
OPPORTUNITIES	Auto assignment of operator and time allocation	Biometric access like finger print or retina scan to make login easy	Light weight mobile device to record field inputs with less effort	Intelligent SH generation	Provide customizable report template		
	Presenting correct information to correct user	Easy to carry checklists & SOP to the field electronically	Avoid typing, voice based data entry (of logs and WI)	Simple user interface to make report			
	Easy to retrieve task list & previous task status		Auto filling of info	Minimize data entry & checks in a SH report			
	Task view for all shift members		Able to view equipment status from the field (portable data entry device)	Provide to-do checklist (maybe auto-generated)			
	Scheduling the form and Gantt chart						
Show by default what user needs to see							