User Needs

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Members:

Jay Arnold

Connor Linn

Colton Carlson

Hayden Havelka

Noah Meyer

I. Problem Statement

Our project is to allow employees at JEDA Polymers to look up work orders, create a production report for the work order, and then view or download in PDF form. An employee will also be able to send the reports through email using an automated email system. They currently look up the data by hand anytime they want specific data. This is wasting a lot of time, over 30 minutes for a subpar potentially inaccurate report, and is tedious. The problem is occurring at the work office where time is precious. It is important to make it easier to get automated production reports because it will save time and less errors in getting specific data. We will solve this problem by having a frontend, backend, and email system.

II. Intended Users and Uses

Persona 1: John - Product Manager

Characteristics:
- Likes consistency and precision in a process above other things
- To the point and does not like to waste time on menial tasks
  - Would like to have processes optimized for a speedier resolution

Needs:
- John needs a way to retrieve an accurate PDF of reports of their production runs in a timely manner because there is currently no way to confirm production output in a timely manner.

Benefits:
- John can use these reports as evidence when customers claim they received bad material.
- John can also use these reports to help give potential customers accurate data to form proper expectations.
  - Show better product quality through transparency of the product making process.

Persona 2: Jeff - Owner of JEDA Polymers

Characteristics:

- Customer satisfaction is crucial for business
- All customer facing aspects should be well designed and look "professional"

Needs:

- Jeff needs to be able to check the runtime of machines by making a report and then checking the runtime of machines.
- Jeff needs to be able to review a PDF of a report because the current way is looking up data on his own.
- Jeff needs to be able to send a PDF of a report through email because his quality engineers do not know how to consistently find accurate data.

Benefits:

- Jeff can use these reports to see if a product takes longer than expected.
- Jeff can benefit from these reports by looking at power usage to know accurately how much each run costs the company in electricity.
- Jeff can know if a batch of plastics did not meet production requirements and not send out bad products.

Persona 3: JEDA Polymer Customers

Characteristics:

- Compare plastic manufacturing companies
    - Can use production reports to compare to other companies
- Time oriented
    - The customer doesn't like wasting time.

Needs:

- The customer will need the production reports to have an effective analysis of the data.
- The customer will need verification that issues are not with plastics provided by JEDA Polymer.

Benefits:

- The customer won't have to wait a long amount of time for a report.
- The customer can easily share reports internally.
- The customer can use a report to see that the batch of plastics is up to standard.