

# Invento Track Pro

Advanced Inventory Management Solution

Streamlining stock control and client allocation for efficient inventory management.

## Key Problem Addressed

A prominent organization in the fragrance industry encountered challenges in effectively managing a large and dynamic inventory of over 2000+ fragrances, with new additions on a weekly or monthly basis. These fragrances were distributed to customers for testing, and it was essential for the company to track the return of testing bottles within specified timelines. The existing manual system, reliant on a physical register, made it difficult to efficiently manage this data. Additionally, the process of identifying specific testing bottles involved assigning numbers to each bottle, cross-referencing the fragrance name in the register to find the corresponding number, and then locating the correct numbered bottle within the stock.

This cumbersome process not only affected operational efficiency but also posed the risk of errors and delays. Hence, there was a crucial need to streamline inventory management and testing bottle tracking to enhance overall productivity and customer service.

## My Role & Responsibilities

Role: Lead UX Designer

- Facilitating design thinking workshops and sessions.
- Guiding cross-functional teams through the design thinking process.
- Encouraging collaboration and creative problem-solving among team members.
- Identifying user needs and pain points through empathetic research methods.
- Translating insights into innovative and user-centric design solutions.
- Advocating for the adoption of human-centered design principles within the organization.
- Mentoring and coaching team members in design thinking methodologies.
- Iterating and refining design concepts based on feedback and testing.
- Collaborating with stakeholders to align design solutions with business goals and user needs.
- Creating a functionality document as a reference for team members and stakeholders.

## Milestones

<b>Research</b> 5 days	<b>Ideate</b> 25 days	<b>Wireframe, Test, Iterate</b> 20 days	<b>Functionality Document</b> 5 days
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## Business Goal

- Streamline Stock Management**  
Implement an intuitive stock management system to streamline the stock handling process for employees, enhancing operational efficiency and reducing time spent on stock-related tasks.
- Improve Stock Control & Tracking**  
Enhance stock control mechanisms to minimize stock loss and accurately track testing bottle inventory, ensuring optimal utilization and preventing unnecessary depletion of resources.
- Optimize Stock Organization**  
Introduce a structured stock arrangement system supported by technology, improving stock accessibility and overall manageability, thereby increasing productivity and reducing operational bottlenecks.

## Phases

### 1. User Research & Analysis

- Completion of user interviews, surveys, and persona development.
- Analysis of user feedback and pain points.

#### Target Users

The target users are working professionals aged 22 to 50 in the stock management department. They handle daily stock tasks, including tracking and organizing testing bottles. Their experience levels and tech skills can vary, so the stock management system should be user-friendly and cater to diverse needs within this age group. Understanding their needs is key to designing an effective system for them.

#### Stock Management Specialist

##### Sarah Miller

She is a proactive and detail-oriented professional working in the stock management department of a retail company. With 8 years of experience in inventory control, she plays a crucial role in ensuring the efficient handling and organization of stock, including the management of testing bottles for quality control.

##### Age

32 years

##### Experience

8+ years



#### Goals

- Simplify stock management processes to reduce time spent on routine tasks.
- Minimize stock loss and ensure accurate tracking of testing bottles inventory.

#### Challenges

- Balancing multiple stock-related responsibilities efficiently.
- Adapting to new technology solutions that cater to varying tech skills within the stock management team.

#### Tech Proficiency

Sarah is comfortable with basic software applications but prefers user-friendly systems that streamline her daily tasks without requiring extensive technical expertise.

#### Motivation

Sarah is motivated by the opportunity to improve stock organization and minimize losses, ultimately contributing to the company's operational efficiency and bottom line.

#### Needs

- An intuitive stock management system that simplifies stock tracking and organization.
- User-friendly technology that accommodates varying tech skills within the stock management department.

#### Journeys

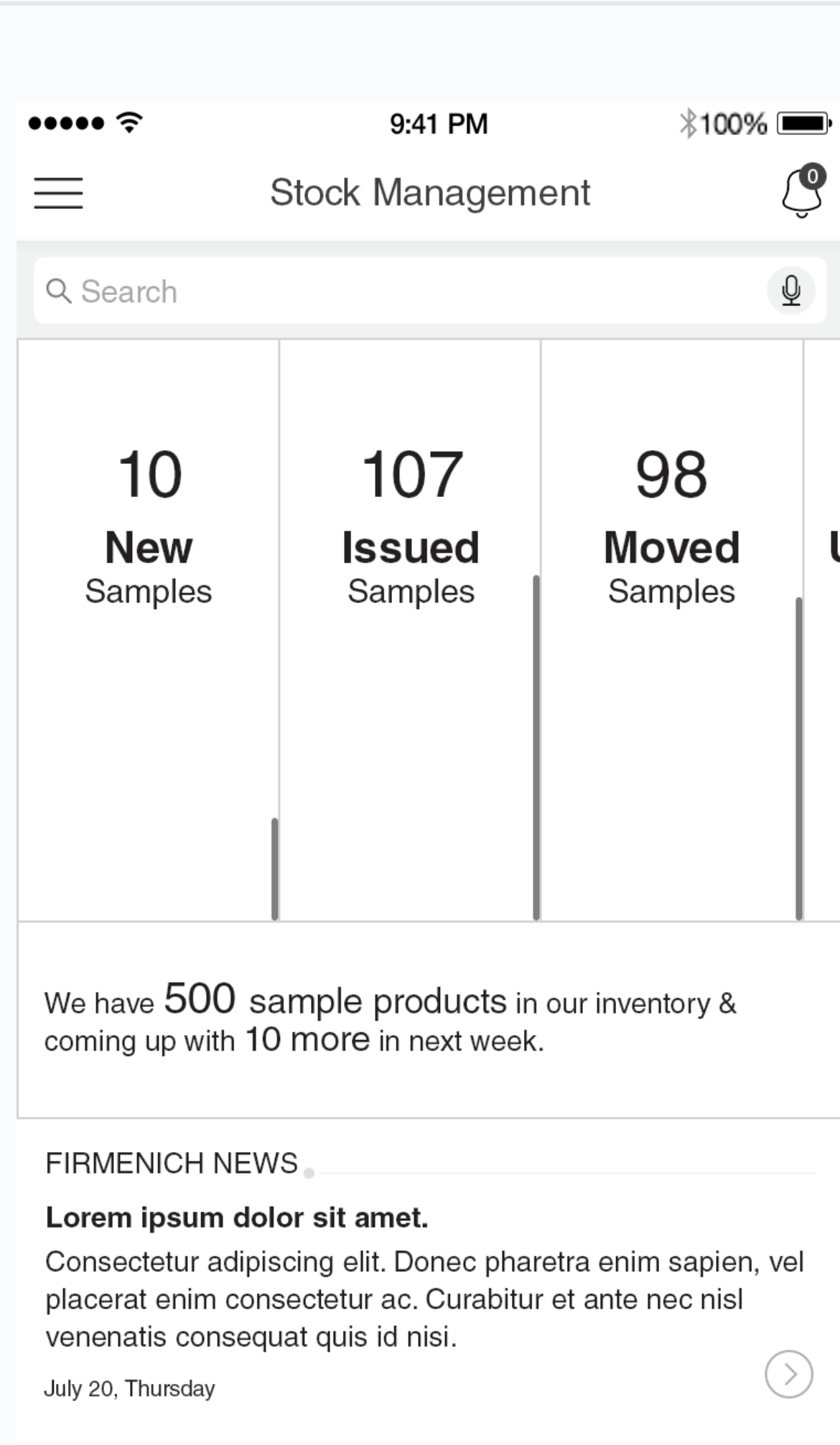
User Journeys were listed to guide users through the entire stock management process, and a few of them are outlined below:

- Stock Replenishment Journey**  
The user, such as Sarah, identifies low stock levels, initiates the replenishment process, and ensures timely restocking of testing bottles and other inventory items.
- Stock Tracking Journey**  
Users track the fragrance bottles sent to client and it's estimated time to get it back in the inventory.
- Stock Organization Journey**  
Users arrange and categorize stock, optimize storage space, and ensure easy access to testing bottles when needed.

One of the journey is explained below in short:

#### User Journey ID#10: Sarah need to record the testing bottle's movement as it is sent to client

	Step 1	Step 2	Step 3	Step 4	Step 5	Step 6	Step 7
<b>Touchpoints</b>	Sarah got a request for a fragrance testing bottle to be sent out to a client and a person from the client's side will come to pick the testing bottle.	Sarah checks the bottle placement in the inventory shelf with the help of the stock management app.	Sarah picks the testing bottle from the shelf, taps the mobile on the bottle. With the help of NFC tags on every bottle, all the testing bottle's information gets fetched in the app's form.	Sarah clicks on the button 'Send out', A form opens up with pre-filled today's date as sent out date. Expected date for the testing bottle to be back in inventory list.	Other details like who is picking up the bottle from which organization. Also a voice note field is provided for seamless form filling journey.	On filling the required information, Sarah clicks on 'confirm send out' button. And app gives a success msg.	A day prior to the testing bottle's expected return date, a reminder is triggered to help Sarah keep track on the inventory.



### 2. Ideation & Conceptualization

- Creation of wireframes, prototypes, and user flows
- Validation of design concepts

### 3. Usability Testing

- Conducting usability tests to gather feedback on the design
- Iterating on the design based on usability test results

### 4. Post-Launch Evaluation

- Monitoring user feedback and behavior post-launch.
- Iterating on the design based on user interaction and feedback analysis.

*With the new inventory management app, we aimed to provide stock management department users with a comprehensive tool for seamless inventory tracking, categorization of new additions, precise testing bottle location identification, NFC-based activity recording, and efficient testing bottle allocation to clients. Our goal is to enhance inventory visibility, streamline client interactions, and ensure proactive inventory management through timely reminders and user-friendly form filling.*

## Thanks for your time

-- Aditi Jagtap --