**4UNCTION**
DIGITAL STUDIOS

Inspections Management Platform (IMP)

# CASESTUDY

9:41
Inspections Management
Platform
Email
Password
Remember me
Login
9:41
Inspections Management
Platform

## Project Intro

**Inspection Management**
A Simplified and Intuitive Way to Manage Complex Inspection Processes While Meeting Regulatory Compliance.

The IMP Mobile App is an internal tool for the company's inspectors to use in the field while carrying out inspections (inspections of gas installations, gas stations, pressure equipment, etc.). It is not intended to be used by people outside the company.

Inspections Management
Platform

## Project Goal

Our goal is to make an easier way to assigned tasks, customer data, announcements and appointments to tasker. It is also defined the type of inspection to be carried out and the technician to whom it will be assigned. This system also sends the questionnaire for each of the inspections, adjusted to the type of inspection to which it refers. Each technician will only have access to their own schedules.

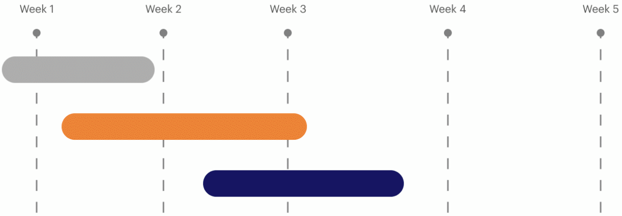
## Problem Statement

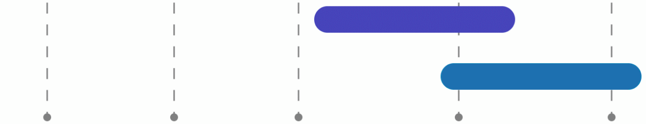
- Poor or dated visual design. Nothing makes a customer say “no thanks” as quickly as a really gruesome home page. ...
- Slow upload speed. ...
- Lack of quality images. ...
- Poor or confusing user journey. ...
- Low standard of written content. ...
- Hidden details or no obvious point of contact. ...
- Badly integrated

## Solution

An effective app design should fulfil its intended function by conveying its particular message whilst simultaneously engaging the visitor. Several factors such as consistency, colors, typography, imagery, simplicity, and functionality contribute to good website design.

## Project Timeline





| ■ Consultation | ■ Project Planning | ■ Content & Design | ■ Development | ■ Website Launch |
|---|---|---|---|---|
| Research | Wireframing | Content Creation | Code & Functionality | Post-Live Checks |
| Setting Goals | User Journey UX | Desktop Design | Optimisation & Performance | Publishing & Promoting |
| Scope Agreement | Sitemaps | Mobile Design | QA & Testing | Support & Maintenance |

## Usability Testing

**Inspection Manager login issue or account related issues**
Most of our users complain about server downtime.
Too many users using the app at the same time.
**Recommendation**
The Inspection Manager server may be down and that is causing the login/account issue. We need to improve servers.

**Installation**
User facing app installation issues.
**Recommendation**
We are added more supported format to install the package easily in your device.

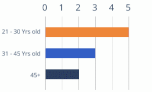
**Login Issue**
Facing Login issues on login page.
**Recommendation**
A new login feature with biometric and passcode has been added.

**Apps Crashes**
"User said, We are constantly being logged out and the app needs to be updated on again login." "Some users said that the app always crashes with a "something went wrong" message."
**Recommendation**
We are added improved code and Bug fixes on new release.

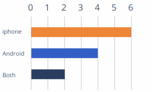
**Technical glitches**
Some user tell about app crashes after they see map and confirm the task.
**Recommendation**
Users want to see proper map navigation and confirm their task properly.

## Participant Demographics

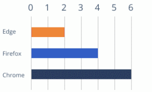
**Users Age**



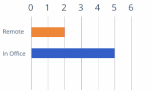
**Phone Type**



**Internet Browser**



**Workplace Type**



## UX Audit

To understand the views of other users about our website, I've used the survey method for collecting data from the users world wide.

**Question:**

How satisfy are you with this new app design?

**B.J Sims Said:**
We have been very happy with new app design! It looks professional and very easy to navigate. You handle things very efficiently and are available for any questions we have.

**Brett Lee**
**Head Purchaser**
Texas Educational Services, Inc.

**Adams Haux**
**Instructor**
Demilec (USA), LLC

**Question:**
What kind of device do you use the most to access app?

**Brandon Said:**
I have an iPhone and a Fire Tablet that I use mainly. It seems we are moving toward a future in which our smartphones will be our only connection to the internet.

**Question:**
What kind of difficulties do you face while using apps?

**B.J Sims Said:**
Some apps loading time is too slow, When i browse something, I am facing an irritating popups with bad color combination and designs. Unnecessary count down timer for downloading and loading of pages.

**Abraham Likin**
**Sales Person**
First Baptist Church Arlington

**Daniel Shefard**
**Executive Director**
Arlington Trolley

**Question:**
What are your thoughts on our app?

**Stan Said:**
I honestly wouldn't spend more than 1 minute looking at your old app structure. It doesn't seem professional or informative. But now, your new app really looks nice with relevant content.

**Question:**
What calls to action do you want on app?

**B.J Sims Said:**
Calls to action are requests you give your audience to perform a particular action. You put all of these on a right place.

**Steve Austin**
**Student**
Arts & Science University, Brazil

## Usability Heuristics

**User Control & Freedom:**

User can Cancel a download before it completes.

**Consistency & Standards:**

We maintain the consistency in our all design.

Ctrl C

**Flexibility and Efficiency of Use:**

We speed up the interaction for the expert user.

**Minimalistic:**

We are Providing only necessary information in an elegant way.

**Visibility of System Status:**

Navigation menu items set to underline when a user hovers over them.

**Help Users:**

We are using toggle options to guide user.

## Persona 1: John, An Entrepreneur

**Name**

John Shaw

**Occupation**

Owner of a bookshop, self-employed

**Demographic**

34 years old, lives in New York. Married with a 2-year-old child, has a middle-income level. He changed his occupation 3 years ago after getting married.

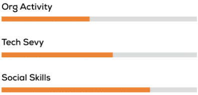
**John's Story**

John was working for a global company and did not have much leisure time as his work was taking too much time. So, to start a family, he decided to quit his job and invest his savings in a bookshop, which has been his dream since his university years. All he wants to do is be able to maintain his bookshop.

**User Test**

**Needs**
Detail / description should be added on every user profile.

**Pain points**
Detail is missing on service provider profiles.
Task list is so congested.



**Location**
New York

**Organization**
1

**Age**
34 Years

**Occupation**
Self Employed

## Persona 2: Phoebe Miller

**Name**

Phoebe Miller

**Occupation**

Regional Director

**Demographic**

42 years old, previously lived in Boston, Massachusetts, but moved to Chicago for a new job with the startup company. Has a high-income level. Married with three kids.

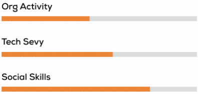
**John's Story**

Phoebe Miller is a regional director who needs to catch flights a lot. He sometimes has to 7-8 times a month for work purposes. His company has assigned Jason to a specific region so that he travels to the same cities and stays at the same hotels for convenience.

**User Test**

**Needs**
UI needs to improve and properly scale on all sizes.
Map location should be accurate.

**Pain points**
Sometime app is not responding when i make selection or checking map locations.
User interface is too old and not properly scale according to screens.



**Location**
Boston

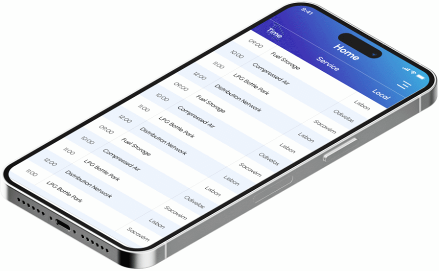
**Organization**
2

**Age**
42 Years

**Occupation**
Regional Director

## App Features

- Shares the list of tasks (inspections) with inspectors.
- Shares inspection scheduling with inspectors.
- It shares with the inspector's information regarding the end customer: name, address, contacts, etc.
- Gives the inspector an easy way to contact the customer if necessary.
- Gives the inspector directions to navigate to the customer's address where the inspection will take place.
- Provides the inspector with a questionnaire to carry out the inspection. The questionnaire is customized considering the type of inspection to be carried out. The answers to the questionnaire will dictate the outcome of the inspection (pass or fail).
- Answers to the questionnaire may need to be supplemented with attachments (photos or documents).
- At the end of the inspection, the app should be able to print the invoice for the customer - using the API integration with the accounting application.



## Pros

- **Increase Employee Safety**
  Teams can identify and resolve safety issues faster with inspection management software, which keeps employees safe.

- **Maintain Business Productivity**
  When a workplace incident or an equipment failure occurs, a facility is usually shut down.

- **Ensure Regulatory Compliance**
  As compliance needs change, it can be difficult for inspection teams to keep up to date. Inspection management software updates compliance requirements in real-time, so you don't have to worry about new compliance needs slipping through the cracks.

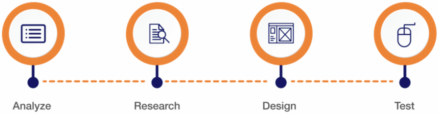
- **Create Digital Records for Maintenance**
  Inspection management tools capture important information, like the seriousness of an issue or the type of repair work that may be needed, that can be used by businesses to schedule preventative maintenance and take corrective actions.

## Cons

- **Limited Service Capacity**
  Inspection teams are forced to travel along inefficient routes to job sites because inspection management tools don't have route optimization features. This limits how many sites they can visit and service in a day.

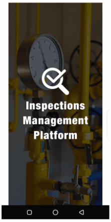
- **Longer Planning Times**
  Dispatchers can't plan efficient routes for their inspection teams with these tools. They're forced to plan routes manually, which takes longer and is prone to error.

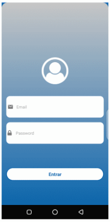
## Design Process

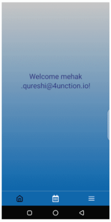


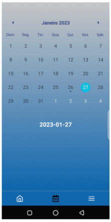
## Existing Screens

The overall design of app needs to be both functional and aesthetically pleasing. Visitors will judge how your website looks, after all. However, app design trends change relatively often. This means that if it's been a few years since you've updated your site, it's likely now outdated. The more outdated it looks, the more unprofessional your brand will appear to be. You need to update your site regularly to adhere to modern app design principles. The following are some of the common issues shared by poor or outdated app designs.



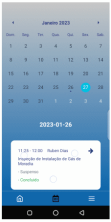



Welcome mehak
.qureshi@4unction.io!


◂ Janeiro 2023 ▸

| Dom. | Seg. | Ter. | Qua. | Qui. | Sex. | Sab. |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |

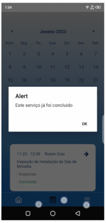
2023-01-27


◂ Janeiro 2023 ▸

| Dom. | Seg. | Ter. | Qua. | Qui. | Sex. | Sab. |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | 1 | 2 | 3 | 4 |

2023-01-26

11:25 - 12:00 Ruben Dias
Inspeção de Instalação de Gás de Moradia
- Suspenso
- Concluido


1:34

◂ Janeiro 2023 ▸

| Dom. | Seg. | Ter. | Qua. | Qui. | Sex. | Sab. |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |

**Alert**
Este serviço já foi concluido
OK

11:25 - 12:00 Ruben Dias
Inspeção de Instalação de Gás de Moradia
- Suspenso
- Concluido

## Logo Variations

- A logo variation is a version of your primary logo, just re-arranged in a different format, sometimes referred to as your secondary logo.

Inspections
Management
Platform

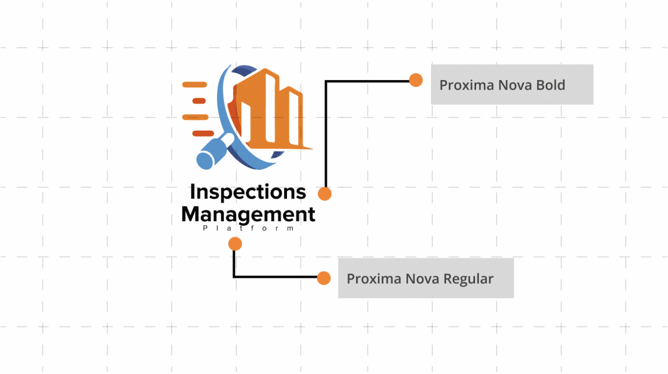
Inspections
Management
Platform

Inspections
Management
Platform

Inspections
Management
Platform

Inspections
Management
Platform

Inspections
Management
Platform



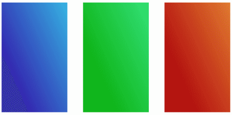
Proxima Nova Bold

Proxima Nova Regular

## Typography & Colors

A great design system helps you design and build digital products a lot faster because they give you access to icons, typography rules, color palettes, and other design rules to follow during app or web development and the Fonts for apps play a major role in your users' experience. We have used more advanced and trending font. Colors that are use in complete project.

| Linear Gradient | Linear Gradient | Linear Gradient |
|---|---|---|



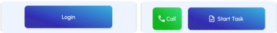
| #3325B0 | #0DB113 | #B10D0D |
|---|---|---|
| #34BAE4 | #34E47B | #E47E34 |

Font used in:

**Urbanist Bold**

Urbanist Regular

**Buttons:** The iteration of our buttons that I'll be focussing on here are actually based largely on an earlier iteration of our design system. The general style of the buttons below were retained, but refined and expanded.



## Low Fiedlity Wireframes

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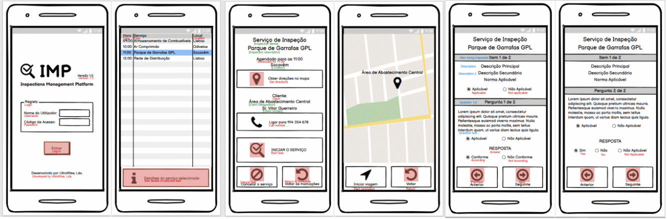
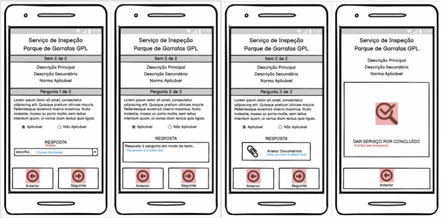
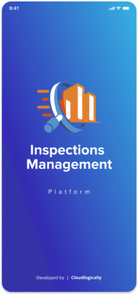


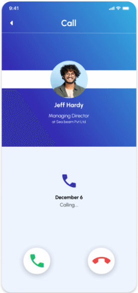


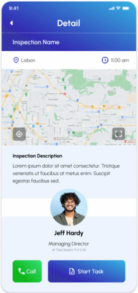
## High Fidelity Mockups

A high fidelity wireframe captures the look and feel of the product in the advanced stages of the design process. Hi-fi wireframes go beyond the placeholders and 'lorem ipsum' text of low-fidelity wireframes to include actual content, typefaces, colors, image dimensions, and branding elements.

- We are added location map and call option in detail screen. It helps the user to check the distance between them and east to make call.
- We improved the design of overall app according to new design trend.

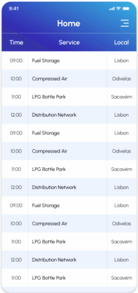


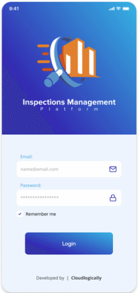
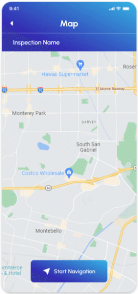
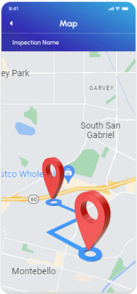




**Inspection Description**

Lorem ipsum dolor sit amet consectetur. Tristique venenatis ut faucibus at metus enim. Suscipit egestas faucibus sed.



| Time | Service | Local |
|---|---|---|
| 09:00 | Fuel Storage | Lisbon |
| 10:00 | Compressed Air | Odivelas |
| 11:00 | LPG Bottle Park | Sacavém |
| 12:00 | Distribution Network | Lisbon |
| 09:00 | Fuel Storage | Lisbon |
| 10:00 | Compressed Air | Odivelas |
| 11:00 | LPG Bottle Park | Sacavém |
| 12:00 | Distribution Network | Lisbon |
| 09:00 | Fuel Storage | Lisbon |
| 10:00 | Compressed Air | Odivelas |
| 11:00 | LPG Bottle Park | Sacavém |
| 12:00 | Distribution Network | Lisbon |
| 11:00 | LPG Bottle Park | Sacavém |