



SmartShop UX Survey

SURVEY SUMMARY // Q4 2019

February 5, 2020

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THE SURVEY



TOPICS

- Wireframe accuracy
- Using SmartShop UI
- UX Availability and Interaction
- UX process as it is now
- Knowledge on end-users
- Improvement ideas



METHODOLOGY

QUESTIONNAIRE

- Number of questions capped at 10.
- Scale of 1-6, so answers swing in either direction.
- Free-text fields enable detailed feedback on improvement suggestions.
- Sent out to the wider SmartShop team (EDC & NOLA).
- Follow-up is planned every quarter.



RESPONSES

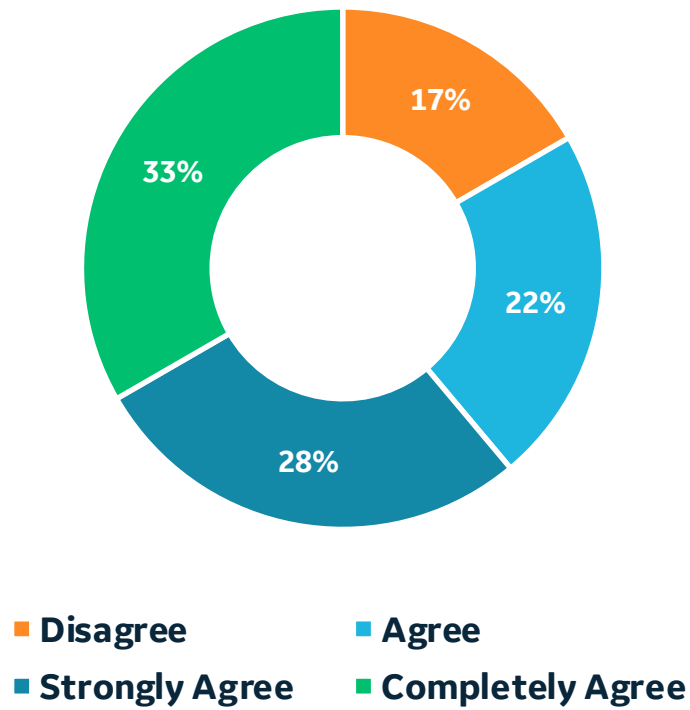
RESPONSES BASED ON ROLE

Responses received total	19
Architect	1
Backend Developer	2
Frontend Developer	5
Full Stack Developer	4
PM/TPM	3
QA	3



The wireframes provide enough information to accurately implement user stories.

The wireframes provide enough information to accurately implement user stories



ASSESSMENT

83% of the target group either agreed or strongly agreed that the wireframes provided enough information to implement user stories.

However, **17%** disagreed.

ACTIONS

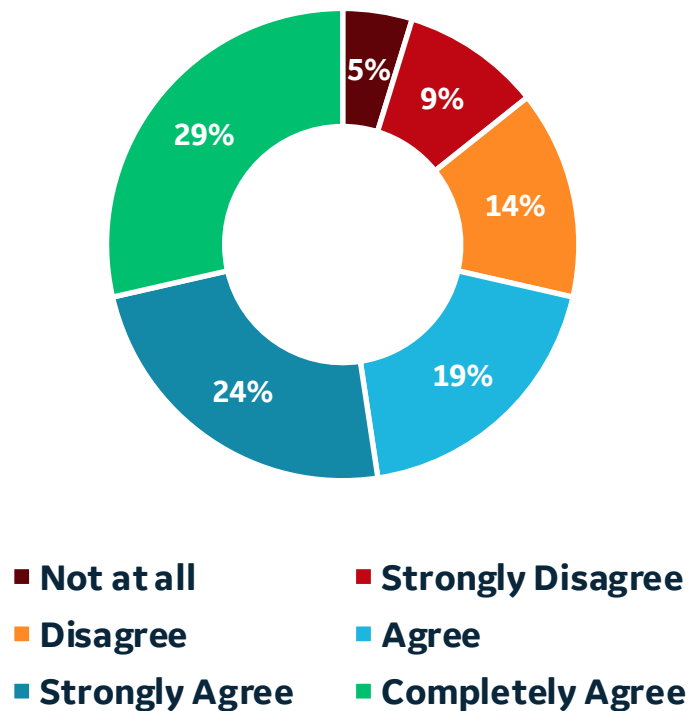
The SmartShop team is working to expand the redline specs deliverables to engineering teams before PRP. The UX team is also working with the platform team to update storybook with new variables and styles to help deliver faster.

Medium Priority



Using SmartShop UI out of the box takes care of implementation/styling issues.

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ASSESSMENT

Only **72%** of the target group had a positive view of SmartShop UI. This is down **3%** from the previous quarter, which is a concern.

ACTIONS

The SmartShop UI team is still dedicated to documenting SmartShop UI and to helping the engineering teams to be as efficient as possible.

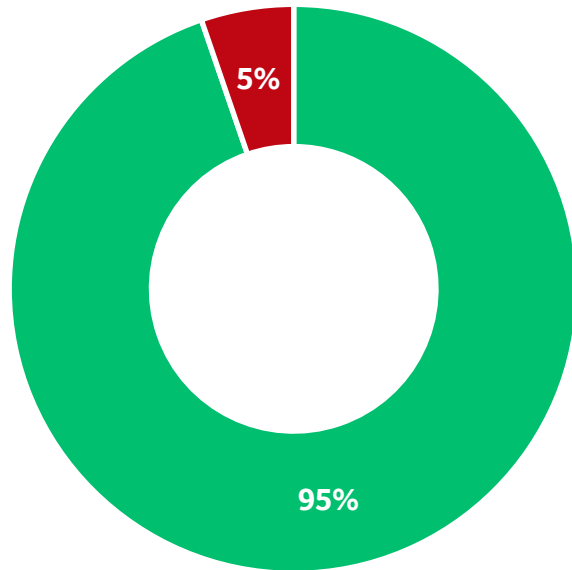
We have started a regular UX/FE sync meeting to better align and understand developer needs as it pertains to SmartShop UI and reusable elements.

High Priority



I'm satisfied with the availability of the UX team to answer questions in a timely manner.

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■ Yes ■ No

ASSESSMENT

95% of the group feels satisfied with the availability of the UX team.

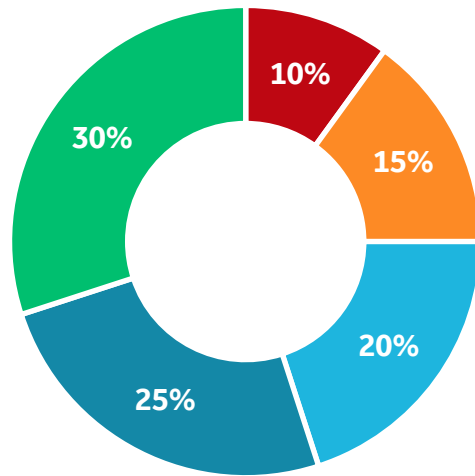
ACTIONS

The SmartShop team is continually dedicated to fostering a strong relationship between the engineering, product and UX teams. As always, you know where we sit, don't be afraid to ask us any questions you may have.



I'm satisfied with the overall UX process as it applies to implementing user stories.

I'm satisfied with the overall UX process as it applies to implementing user stories.



- Strongly Disagree
- Disagree
- Agree
- Strongly Agree
- Completely Agree

ASSESSMENT

75% had a positive view of the current UX process, however **25%** thinks we should improve the process of how we support daily sprint work.

ACTIONS

While not a majority, 25% is significant enough to better understand how the UX team can improve the process.

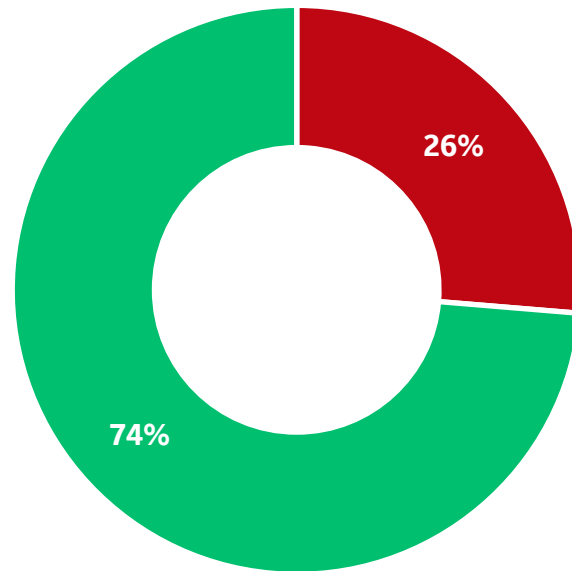
We have started a regular UX/FE sync meeting to better align and understand developer needs as it pertains to SmartShop UI and reusable elements.

High Priority



I am satisfied with the level of knowledge I have on the end users.

I am satisfied with the level of knowledge I have on the end users.



■ no ■ yes

ASSESSMENT

26% of the group still feels that they are unsatisfied with their level of understanding of the end users.

ACTIONS

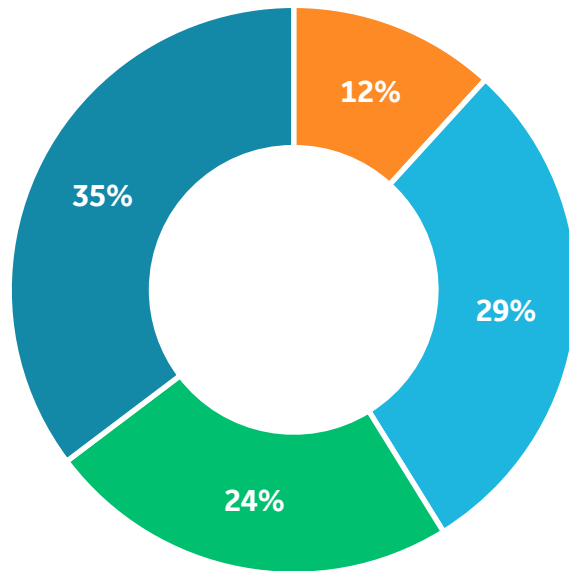
While this is a 19% decrease from Q2 2019, the UX team still has work to do. We've started the regular "ShopTalk" sessions which we feel has helped. However, we will continue to push for more shop visits for the dev teams as well as use dedicated time to answer questions on end users.

High Priority



How much interaction with UX would you like to see during a sprint?

How much interaction with UX would you like to see during a sprint?



■ 1-2 hours ■ 2-4 hours ■ 4-6 hours ■ As Needed

ASSESSMENT

35% of the group would like to interact with the UX team on an ***as needed basis***.

41% of the group would like to see the level of interaction stay about the same as it is now, which is about 2-4 hours every sprint, which includes refinements and daily standups.

ACTIONS

While not a majority, **24%** would like to see more interaction with UX during a sprint.

The UX team is always available to answer questions and will work to make sure we are available as questions are raised.

Medium Priority



FREE TEXT RESPONSES

QUESTIONS

- What about the current UX process makes your job difficult?
- What about the current UX process makes your job easy?



What about the current UX process makes your job difficult?

SUMMARY

- I want more access to visit the shops.
- Better clarification on existing vs new designs.
- More clarification on deprecated styles and variables to change.
- Better insight into wireframe/prototype updates
- Better insight into design process
- More clarification on deadlines and deliverables to devs.
- Update SmartShop UI with current specs and standards.



What about the current UX process makes your job easy?

DESIGN MANAGING CONVENTION

SUMMARY

- Availability of the UX team to answer questions quickly.
- Usability study results to clarify requirements.
- UX team is able to thoughtfully explain design decisions.
- Design specs are helpful.
- Availability of the UX team in Poland to support Polish Pods
- The UX team's product knowledge helps to understand the problems we're solving.



NEXT STEPS

- ❑ Continue to update Storybook and add functionality to make it easier for engineers.
- ❑ Work towards a 1:1 match between prototypes and SmartShop UI.
- ❑ Expand the delivery of redline specs to engineering teams during PRP.
- ❑ Support Devs in creating reusable components where applicable.
- ❑ Share information on end-users with wider team after tests/surveys/interviews.
- ❑ Document personas and refresh/create user flows for all features.
- ❑ Push for engineering visits to a shop on a more regular basis.
- ❑ More UX sessions to dig deeper into shop floor processes.



Thank you for your feedback!

The UX team appreciates your honest answers.
We'll follow up with you again at the end of *Q3 2019*.

