For confidentiality reasons, I am unable to present the completed project. I have created this document to demonstrate my Design Thinking process.

PROJECT OVERVIEW

Walmart

Is one of the biggest American multinational retail corporation in the world

What is VizPick?

Is an Augmented reality solution to reduce the time that an associate spends to pick up required products from backroom to fill the sales floor in the Walmart retail store.

What's my job?

Responsible throughout the project life cycle from discovery research of understanding the problem space, through to prototyping and the design of the Solution.

Tools

Illustrator, Photoshop, Adobe Aero, Adobe Dimension, Adobe XD. And Sketch

Team

Team Consists of One senior developer, two interns (Dev), one Product manager a designer designer (me)

WHAT IS THE PEOPLE PROBLEM?

"Walmart has a problem of Backroom management system, which is causing them millions of dollars and associates has to spend a substantial amount of time to organise stock and update inventory at the backroom as well as at the sales floor, They want to improve the process and create a better user experience for their associates."

MISSION & VISION FOR SOLUTIONS

The challenge is to reduce the amount of time

an associate is spending at the backroom

SOLUTION A

Improve the experience of pick up process with Wearables

SOLUTION B

Improve the experience of pick up process with AR integrated Hand-Held device

EXPECTED GOALS/OUTCOMES

Make associate's life easy by improving binning and capping process

Increase the accuracy of the stock location, availability.

create a more enjoyable experience.

RESEARCH AND ANALYSIS

we carried out a contextual inquiry to understand the problems users had, when carrying their daily tasks under certain conditions,

The only way to watch the process is to visit Walmart store at 3 or 4 am in the morning,

which I did and worked as an associate, participated in binning and capping process and tried to understand their pain points.

IMPORTANT FINDINGS

Pick up process was called capping and binning.

75% of this process is done between 3:00 AM to 10:00AM

Associates have to update inventory simultaneously.

There could be multiple rows behind a product (that is called Depth)

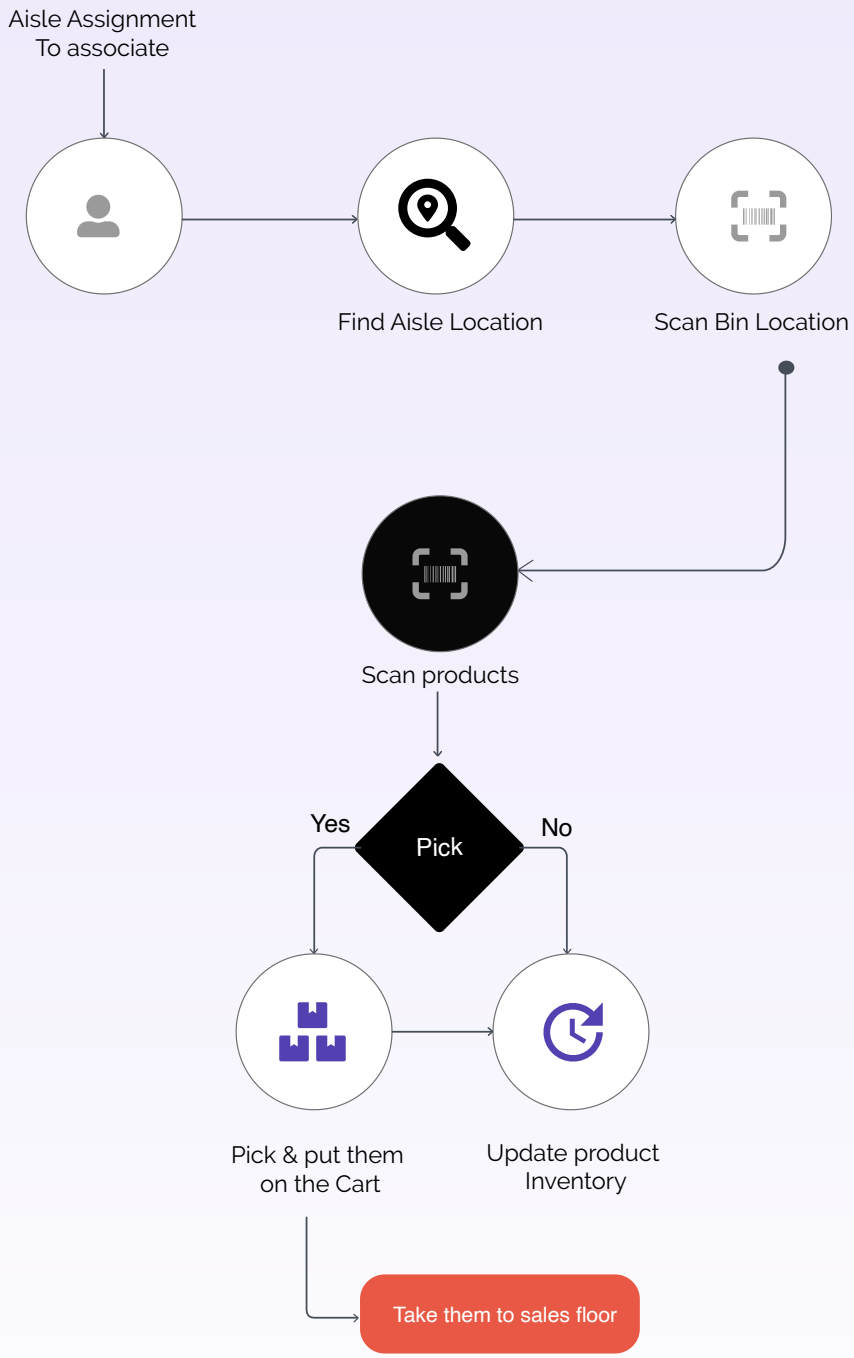
Once the product is taken out of the shelf, they need to adjust other boxes

Each associate has to work on at least 100 bins (bin size:4X4 feet)

There could also be open box items,

Distance between aisles is from 3 feet to 6 feet

Associate Journey from aisle assignment to move stock to the sales floor

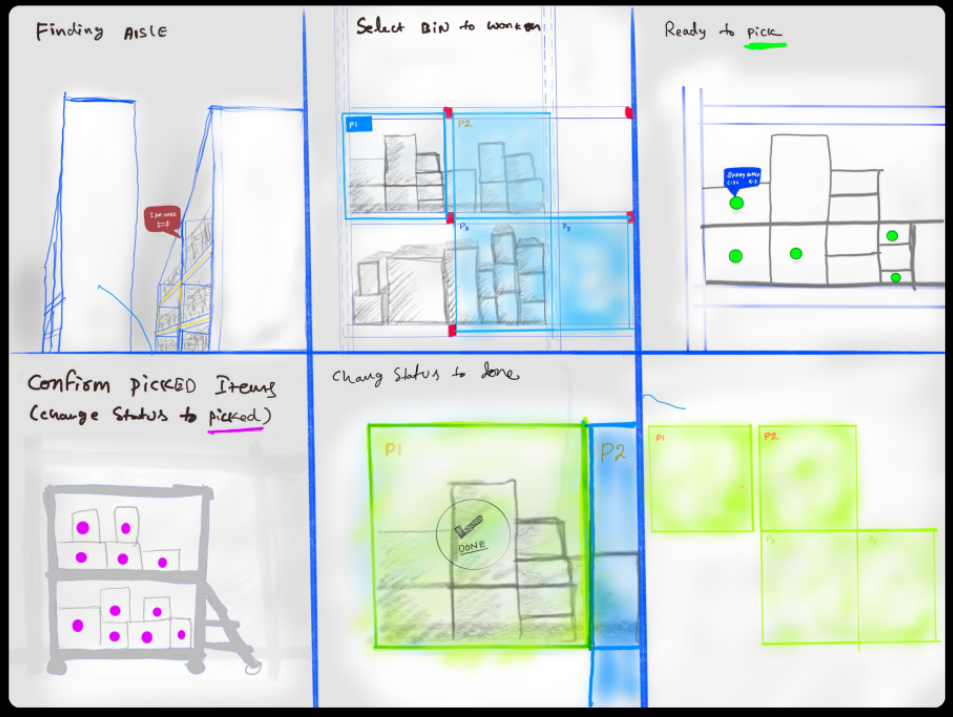


On an average it takes 2-5 hours to finish one aisle

In a given day associates needs to complete this process for at least 3 aisles

SKETCHES AND IDEAS

Storyboarding helped to uncover new possibilities for inventory management.



I have created multiple flows to finish this task as part of Ideation. We have simulated the situation and observed time frames for each attempt and finalized the flow.

Wearable solution

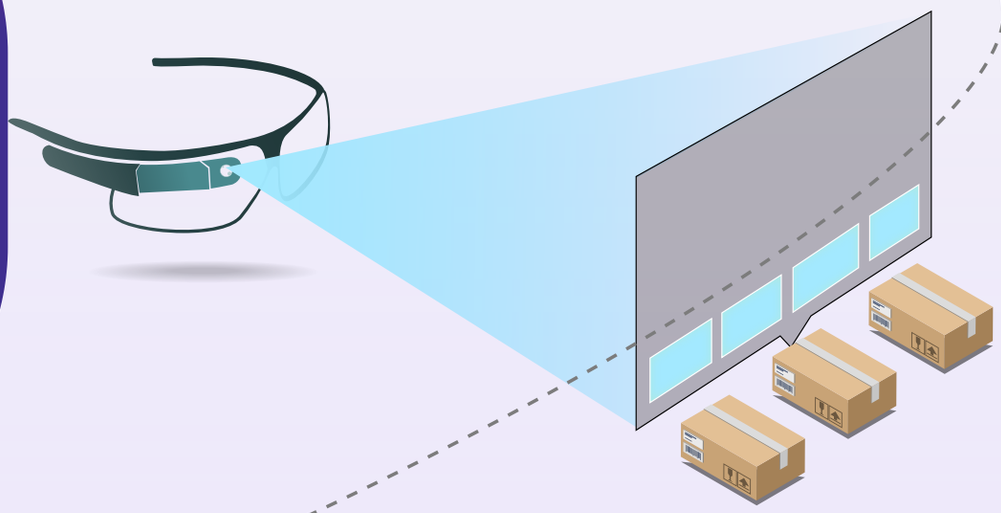
Hand Held solution

DESIGNING SOLUTION A

Wearables concept & prototype

Identify the Bin

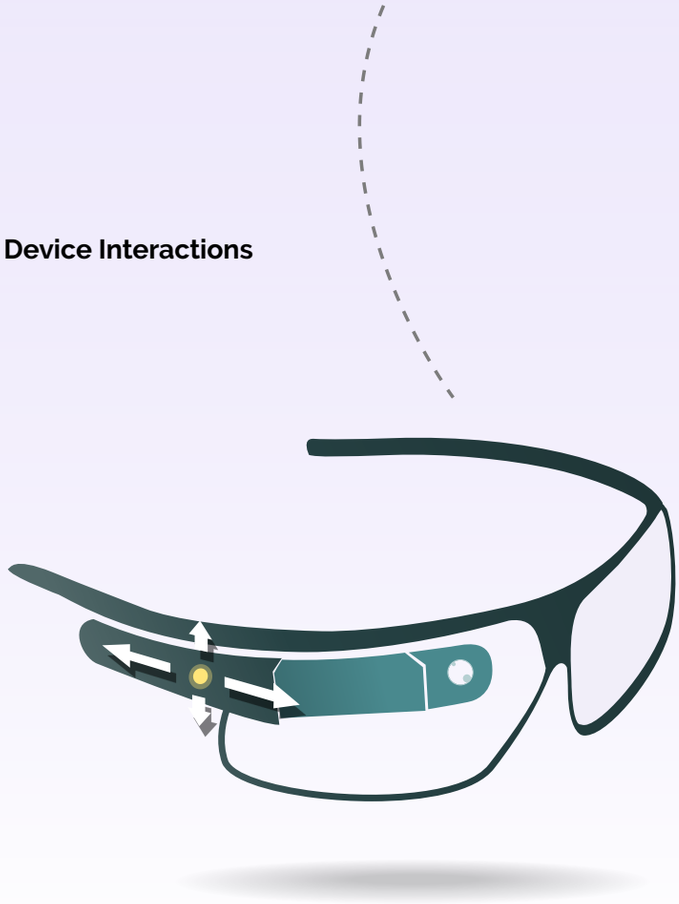
to start binning process



Find products

To update inventory and for pickup

Device Interactions



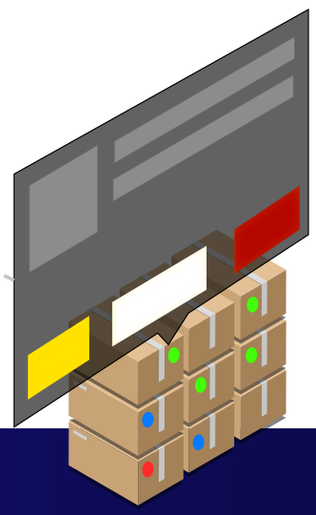
Navigate between spots, menu items. Etc

Navigate between spots, Increase or decrease count and to scroll information

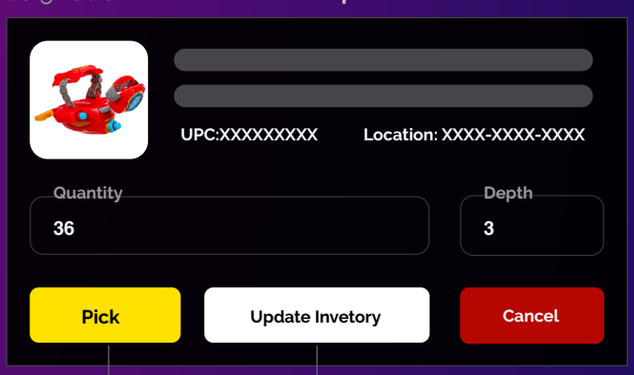
Tap to select

Double tap to Confirm

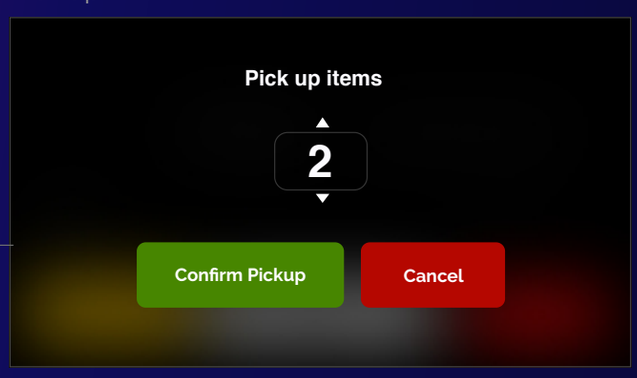
Product info fly-out designs



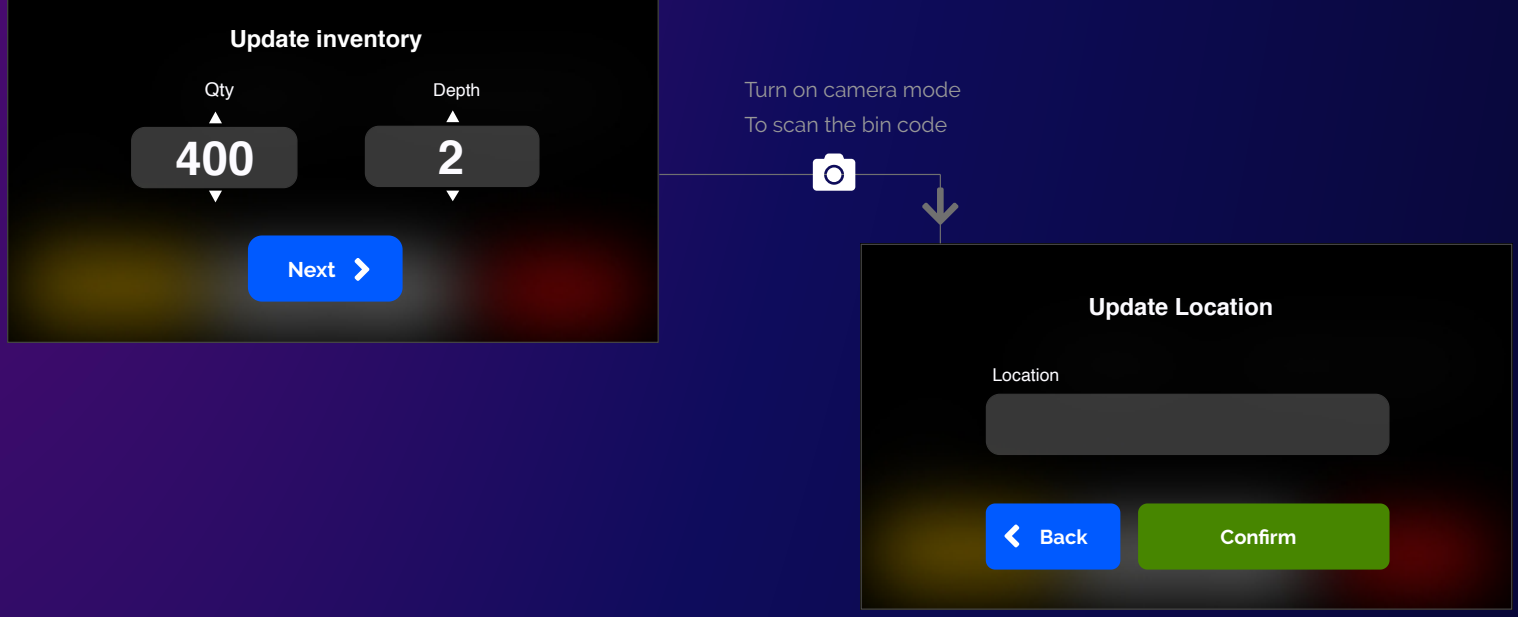
16:9 ratio



Pick up



Update inventory



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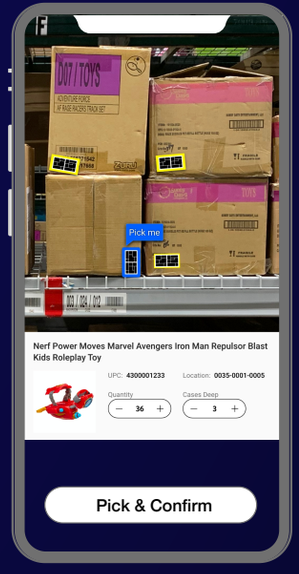
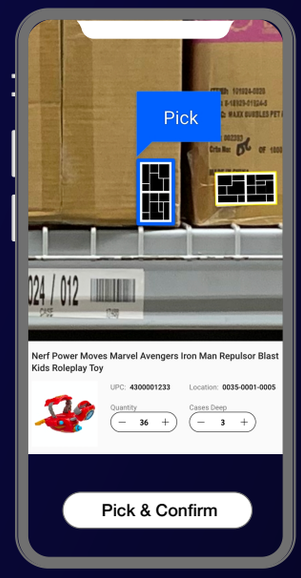
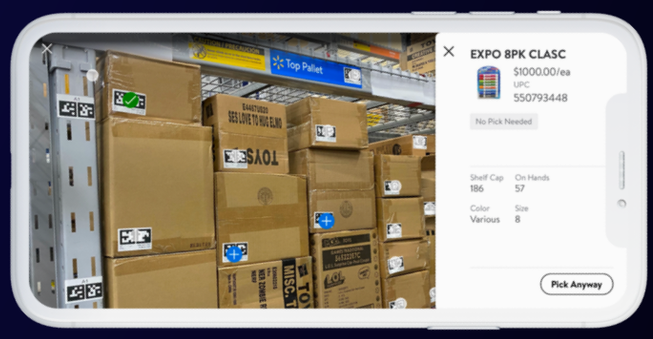
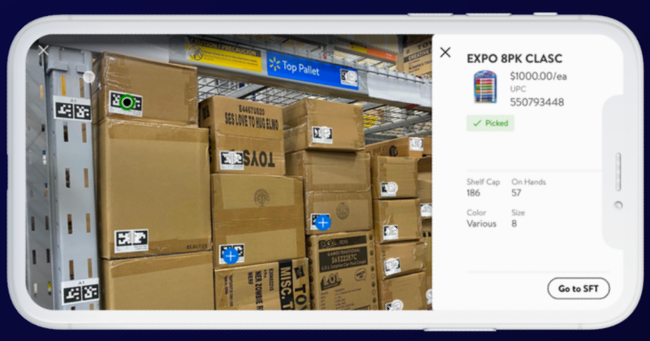
DESIGNING SOLUTION B

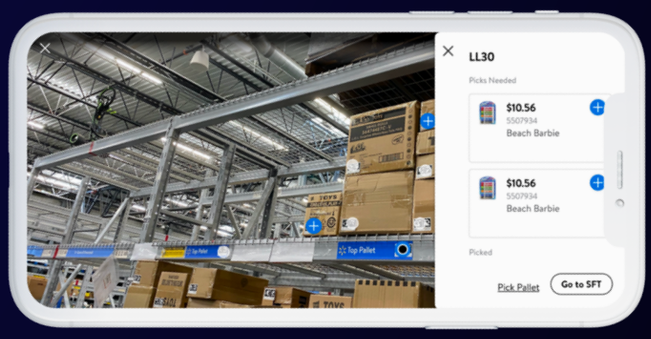
Hand held device solution

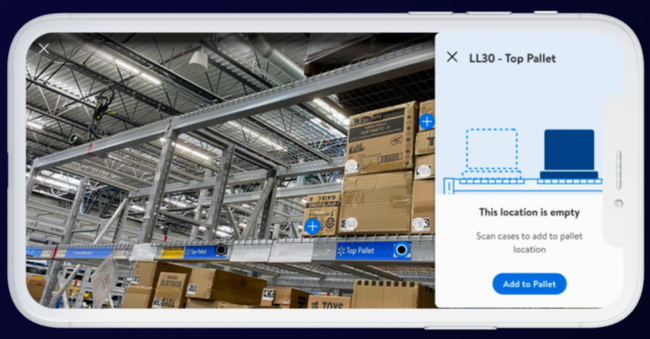












Business decided to go for handheld solution,
To align with the current technical feasibilities,
capacity and budget

OUTCOMES

Our new tool decreased the time it takes to move backroom inventory to the sales floor by **73%** and created a more enjoyable experience.

MY WORK HAS BEEN FEATURED IN

FAST COMPANY

06-03-21

This behind-the-scenes app keeps Walmart's shelves stocked all the time

The company is debuting a new augmented reality app for its employees. It's barebones and brilliant.

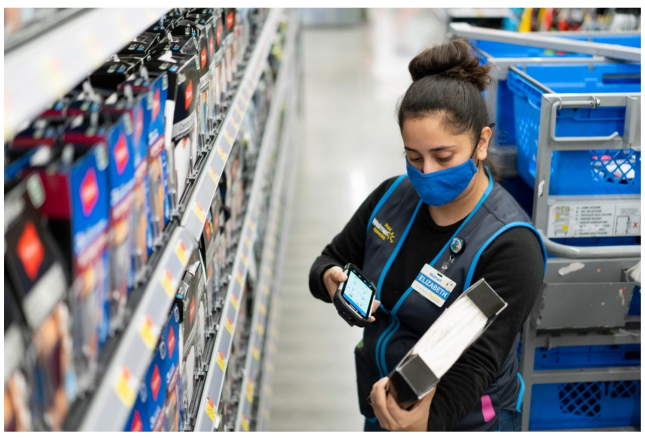
[Image: courtesy Walmart]

https://www.fastcompany.com/90642935/this-behind-the-scenes-app-keeps-walmarts-shelves-stocked-all-the-time?partner=rss&utm_source=twitter.com&utm_medium=social&utm_campaign=rss+fastcompany&utm_content=rss

TechCrunch

Walmart's new test stores will experiment with AR, mobile, revamped checkout and more

Sarah Perez @sarahintampa / 7:44 PM GMT+5:30 • October 29, 2020 Comment



https://techcrunch.com/2020/10/29/walmarts-new-test-stores-will-experiment-with-ar-mobile-revamped-checkout-and-more/

LOGO EVOLUTION

V + P + =

Thank You