Amazon Step-By-Step Security

Supporting your employees. Securing your site.

Loss Prevention at Amazon is a large undertaking, involving the security of numerous sites and the safety of thousands of associates.

Using the existing onboarding resource of process maps — flowcharts of step-by-step task instructions for associates — we decreased the amount of non-productive time in Amazon sites by increasing the interactivity and efficiency of the process map experience.

Solution

Due to the ever-changing nature of Amazon policies and processes, users can stay up-to-date on any edits that are made to process maps by viewing the changelog.

Favorites and Recently Viewed tabs allow users to quickly reach the process maps that are most important to them.

The addition of a search bar eliminates the need to sift through links in order to find a specific process map.

Users can use a sidebar to walk through a process map step-by-step and look at corresponding resources.

Alternatively, users can also follow a process map’s steps in a flowchart format.

Research

Along with a field observation at an Amazon fulfillment site, we conducted user interviews and surveys with individuals in Loss Prevention.

Prototyping

Using our research, we created an information architecture, and constructed low and high fidelity wireframes and prototypes of our solution.

Development

We developed a progressive web app based in JavaScript, which is supported by an API layer and database.

Testing

We conducted a benchmark study and several usability tests with the final site to validate our design decisions.

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Methods

Excerpt of Process Map