# 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.

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## Solution

**1** 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.
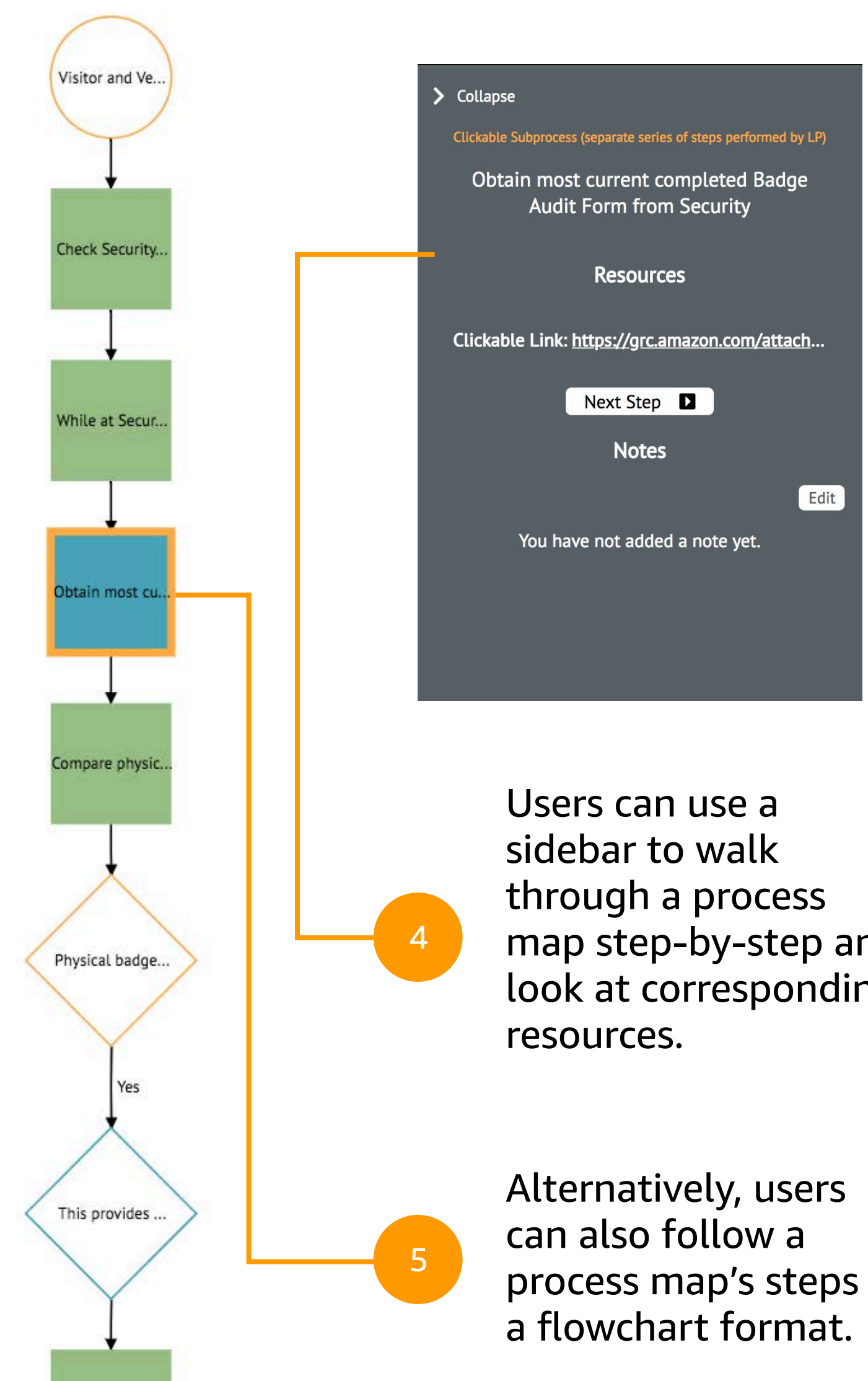
**2** Favorites and Recently Viewed tabs allow users to quickly reach the process maps that are most important to them.

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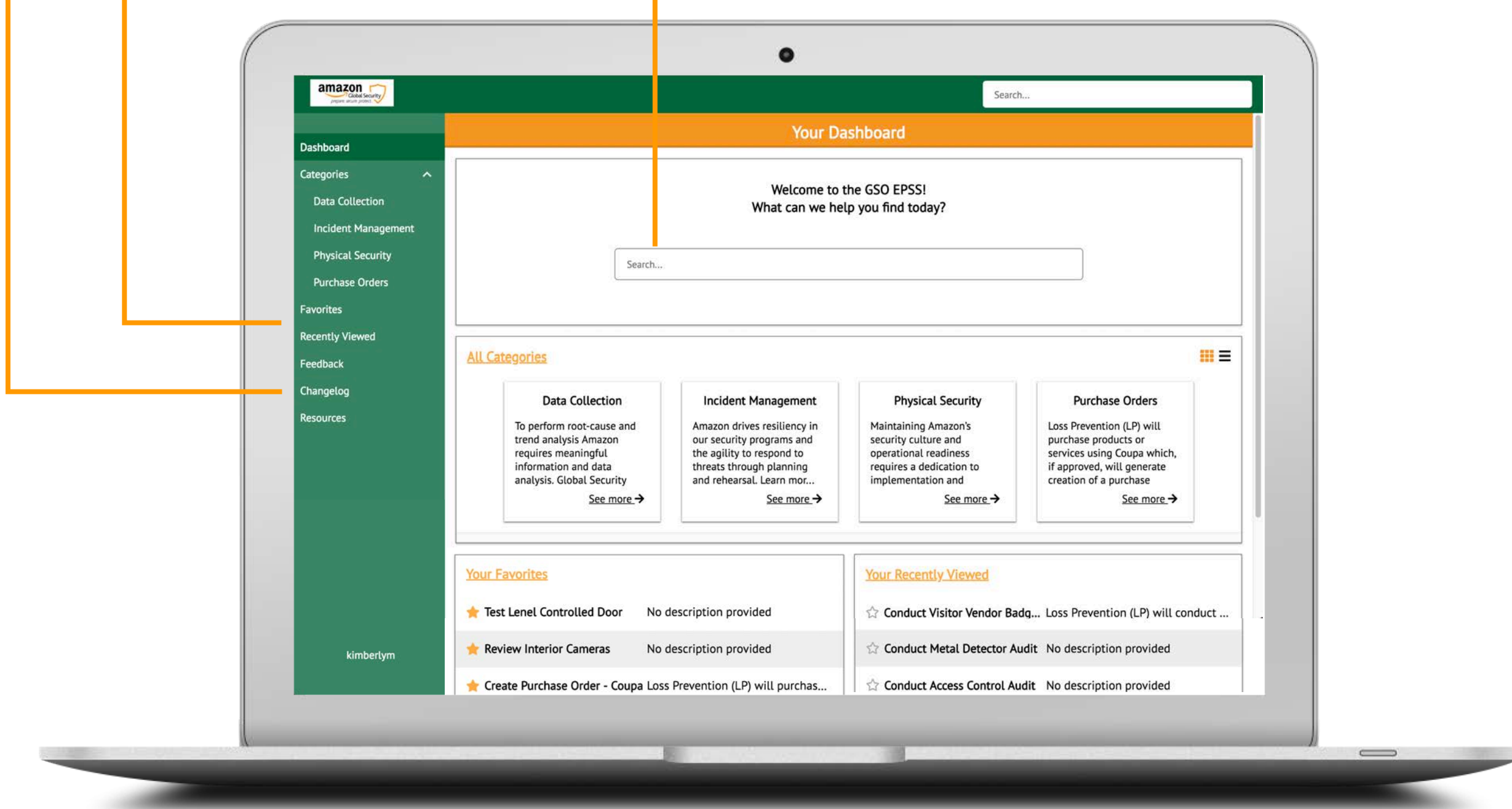
**Excerpt of Process Map**



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

**5** Alternatively, users can also follow a process map's steps in a flowchart format.

## Methods

| Research | Prototyping | Development | Testing |
|---|---|---|---|
| Along with a field observation at an Amazon fulfillment site, we conducted user interviews and surveys with individuals in Loss Prevention. | Using our research, we created an information architecture, and constructed low and high fidelity wireframes and prototypes of our solution. | We developed a progressive web app based in JavaScript, which is supported by an API layer and database. | We conducted a benchmark study and several usability tests with the final site to validate our design decisions. |

**Woody Gu**
woodymgu@uw.edu

**Samuel San Nicolas**
sjsn@uw.edu

**Haley Tuttle**
tuttlh@uw.edu

**Kimberly Wong**
kwong96@uw.edu

**W HUMAN CENTERED DESIGN & ENGINEERING**
UNIVERSITY of WASHINGTON