Our Solution

Our solution enables loss prevention employees (LPs) of all skill levels to make decisions quickly and confidently.

We present standard operating procedures in actionable, easy to process steps.

Through progressive disclosure, we simplify complex processes by presenting information as needed.

Opportunity

Process maps represent complex and nested processes

Common tasks require multiple tools to complete

Time spent searching for answers is considered non-productive time

Process

Initiation & Research

Here we asked: Who are our users? How might we reduce non-productive time by redesigning process maps to be more usable, intuitive, and dynamic?

Design Reqs & Ideation

During this phase we turned our research findings into our interaction framework and design requirements.

Refinement & Evaluation

Next we constructed our first prototypes and iterated on our designs based on feedback from usability tests and heuristic evaluations.

Interactive Prototype & Report

After refining our design, we created our site along with implementation recommendations.

Outcome

Complex processes are represented in a simplified linear form

Automatic reporting and tool integration simplifies the LP's experience

Increased productivity with less time spent searching for answers