Design Process

User Research
Conducted user research to better understand Amazon employees and the problem space revolving around tracking promotion requirements. Our group interviewed 5 and surveyed 65 employees.

Ideation
Conducted brainstorming and sketching sessions to explore our initial ideas on the key features and layout of the CAT based on our user research findings.

Prototyping
Created multiple, iterative prototypes of the CAT to rapidly test our visual design, interactive elements, and key functions.

Evaluation
Conducted usability testing on new iterations of the prototype with Amazon Loss Prevention employees to receive feedback and improve our previous design of the CAT.

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What is the CAT? The Competency Assessment Tool (CAT) is designed to help Amazon employees understand and track their promotion requirements. It was initially developed in Excel, but was never released for use.

Our Work Our goal was to redesign and optimize the CAT to develop a research-driven prototype. Our redesign of the CAT has the same basic concept of the original CAT, but also has new features that can help improve the user’s experience.

Key Features

Check and Update Promotion Requirements
Users can easily check the promotion requirements they have and have not fulfilled. They can also update the CAT as they gain additional qualifications within the 12 promotion categories.

Add & Manage Projects
Users can add, remove, and edit projects as they progress. They can also track their progress and projects as a PDF.

Manager Mode
Managers have an additional feature in the CAT that allows them to view the promotion status of the employees they are managing, assign suggested projects to them, and leave feedback for them.

Export Promotion Status
Users can export a summary of their promotion progress and projects as a PDF.

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