

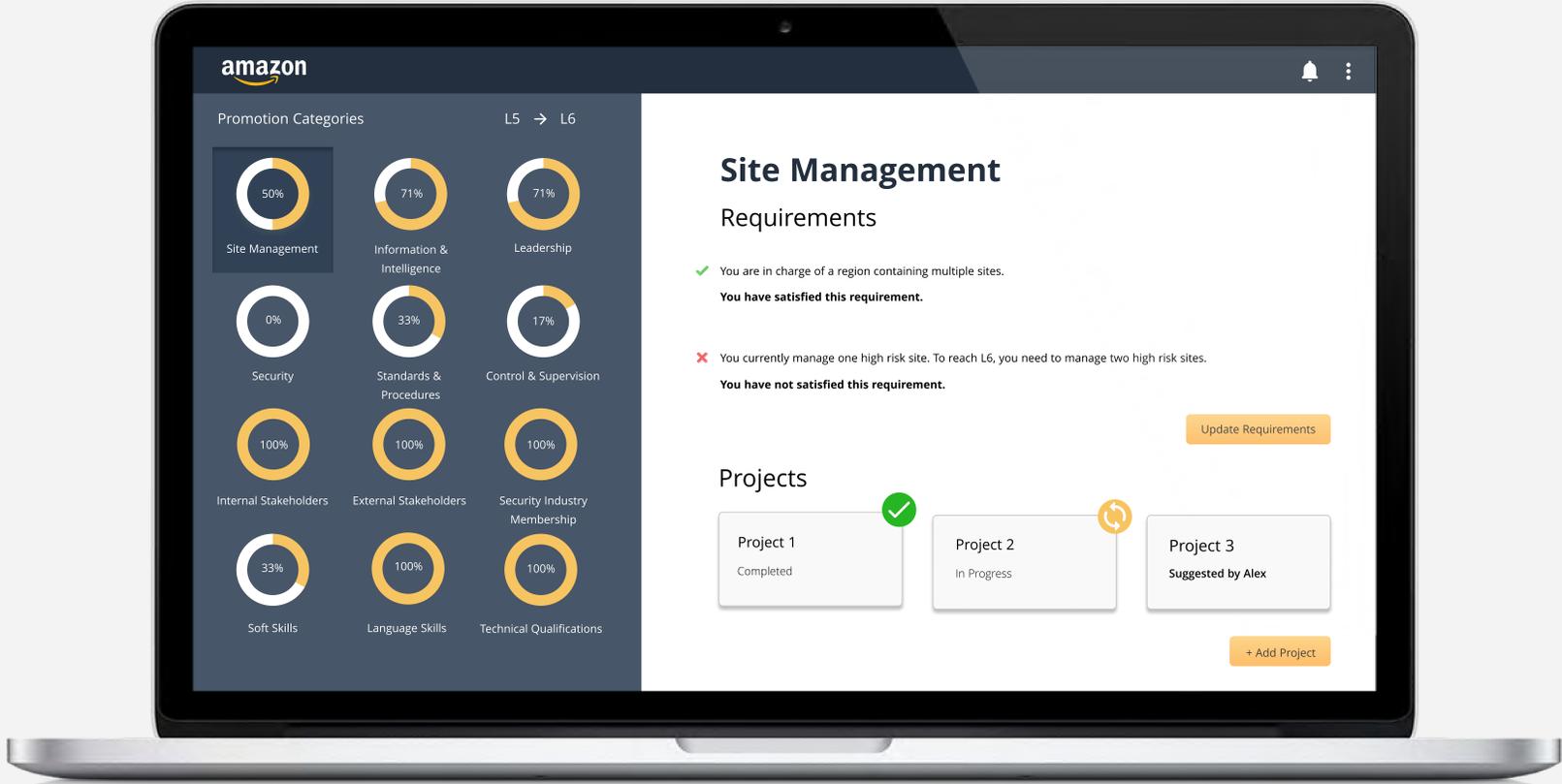
# Competency Assessment Tool (CAT)

Amazon Global Security Operations



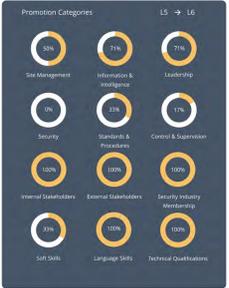
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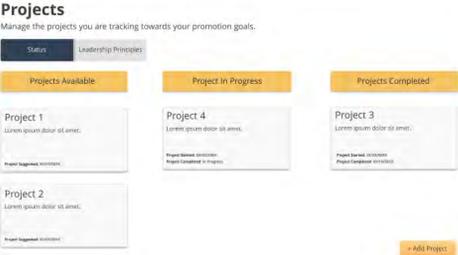
## Key Features

### Check and Update Promotion Requirements



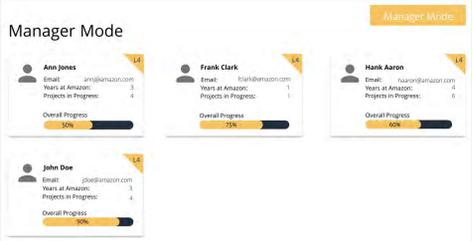
Users easily check the promotion requirements they have and have not fulfilled. They can also update the CAT as they gain additional qualifications within the 12 promotion categories.

### Add & Manage Projects



Users can add, remove, and edit projects to be archived in the CAT. These projects can also be organized by project status, promotion categories, and leadership principles.

### 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/suggest 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.

### 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.

## Design Process



**User Research**  
Conducted user research to better understand Amazon Loss Prevention 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.