Leprino Foods®

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UX Fiori Journey
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#1
We are the largest mozzarella cheese producer in the world

1950
We have been producing high-quality dairy products since 1950

55+
Our cheese and dairy nutrition products are found in 55+ countries

4000+
Leprino Foods employs over 4,000 employees worldwide

Humble Beginnings

- Our family-run cheese business in Denver, Colorado was established in 1950

- Today, we are the world's largest mozzarella cheese maker

- We are also a top producer of whey protein and dairy ingredients

Our Vision

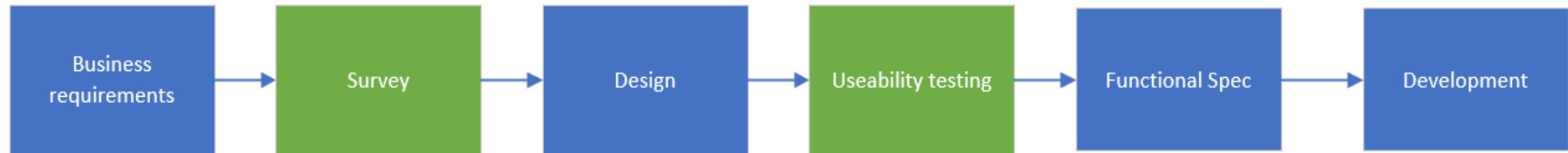to be the **world's best**
dairy food and ingredient company

AN AMBITIOUS GOAL THAT DRIVES US TO
WORK HARDER • INVEST MORE • CONTINUALLY INNOVATE

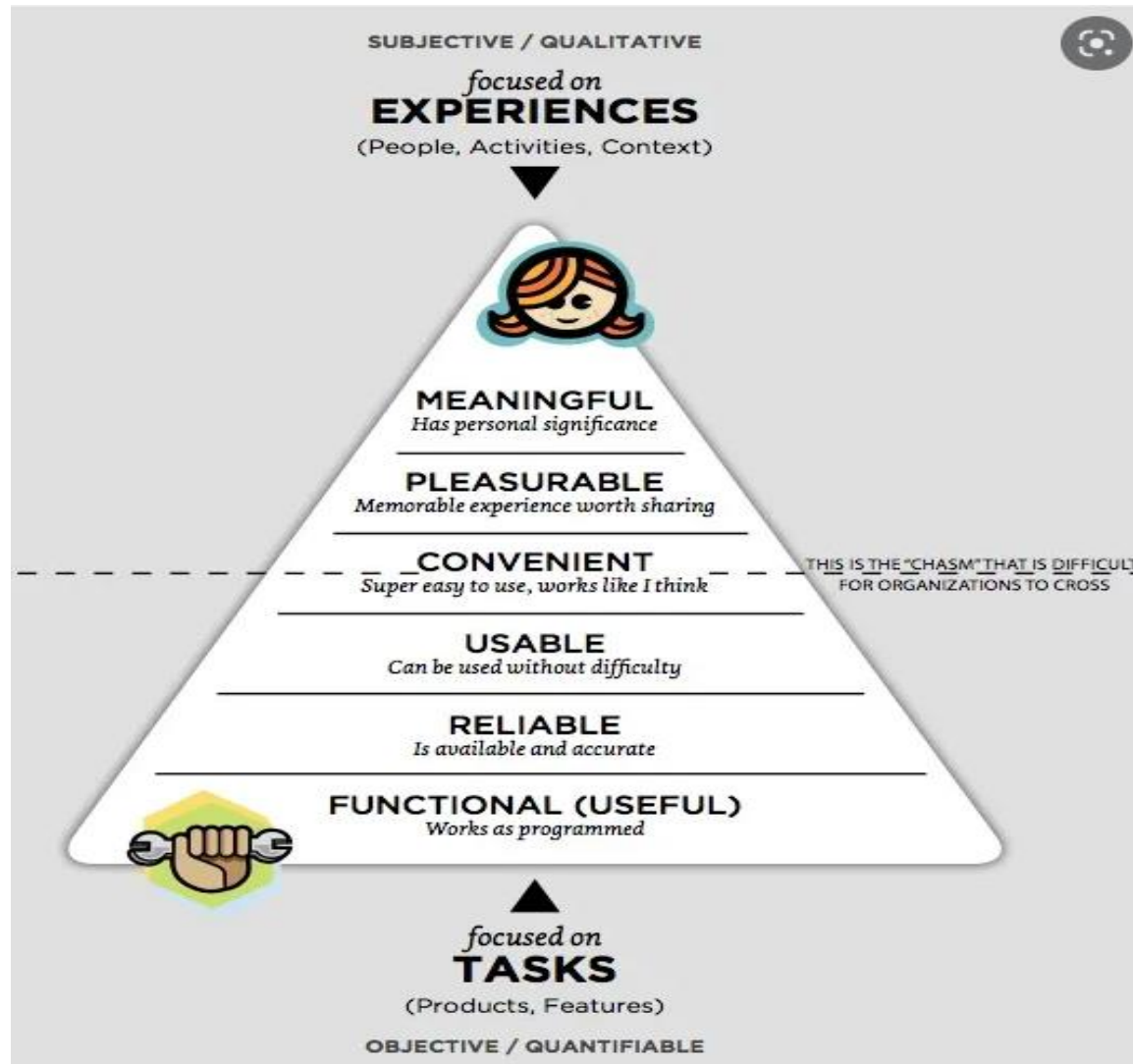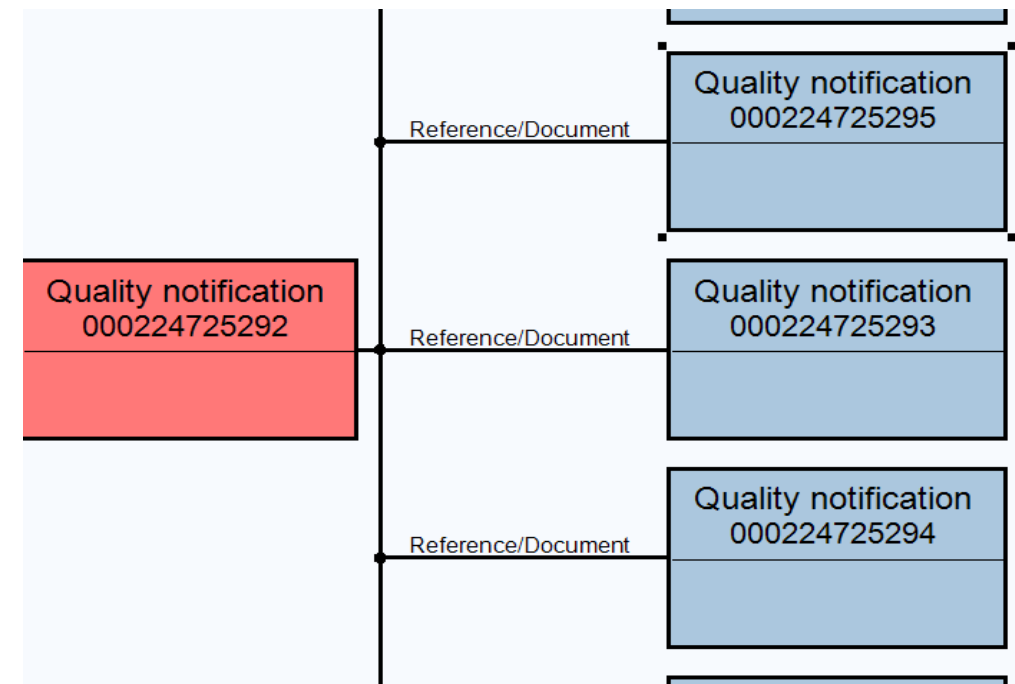# Design thinking definitions

Design thinking steps

New process

Business requirements → Survey → Design → Useability testing → Functional Spec → Development

Old process

Business requirements → Mockup → Functional Spec → Development

UX value add

The design thinking strategy has allowed us to unlock the convenient, pleasurable, and meaningful part of the experiences for the user.

Leprino Case study Quality Alerts (Notifications)

- Quality Alerts at Leprino are essentially SAP defect notifications (QM notifications) "grouped" by same defect code created on all batches produced in a production run (grouped by material, plant, line, defect code).
  - All "moisture out of spec" defects from a production run are linked to a "mother" QM notification and is called "quality alert"
  - All "salt out of spec" defects from the same production run are linked to another "mother" QM notification
  - A batch job "groups" similar defects into QAs
  - So essentially the production run has two quality alerts.
  - The quality alerts may be close at different times.

QA Application live demo

UX Benefits and user feedback

UX Benefits:

- Application is easy to use

- Application is intuitive

- Self explanatory

- Benefits at go live: minimal number of defects and very few user questions.

- Delivered this remotely during a pandemic to 9 plants as a big bang.

- Reduced operational costs: Productivity gain, data quality improvements, cost savings on training.

- Increase in user satisfaction.

User feedback:

- *"Kindergarten Simple"*
- *"what an Upgrade"..*
- *"Amazing"..*
- *"Very simplistic and easy to Navigate"*
- *"Hats off to the team and people are very engaged with the application"*
- *"Very flawless"*
- *"True plug and play"*
- *"The smoothest thing done this month"*
- *"Looks nice and easy to use"*
- *"Really liked the application, easy to use"*

Thank you slide

Appendix Dashboard- Tiles, Table search, Additional functions

Create/Edit – can add details in various sections

Batches held -section

Email