



Sept 23, 2022
UX Fiori Journey
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Praveen Beeram



#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

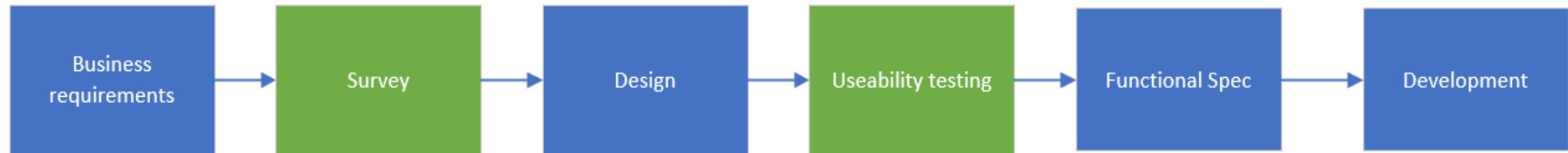
AN AMBITIOUS GOAL THAT DRIVES US TO
WORK HARDER • INVEST MORE • CONTINUALLY INNOVATE

Design thinking definitions



Design thinking steps

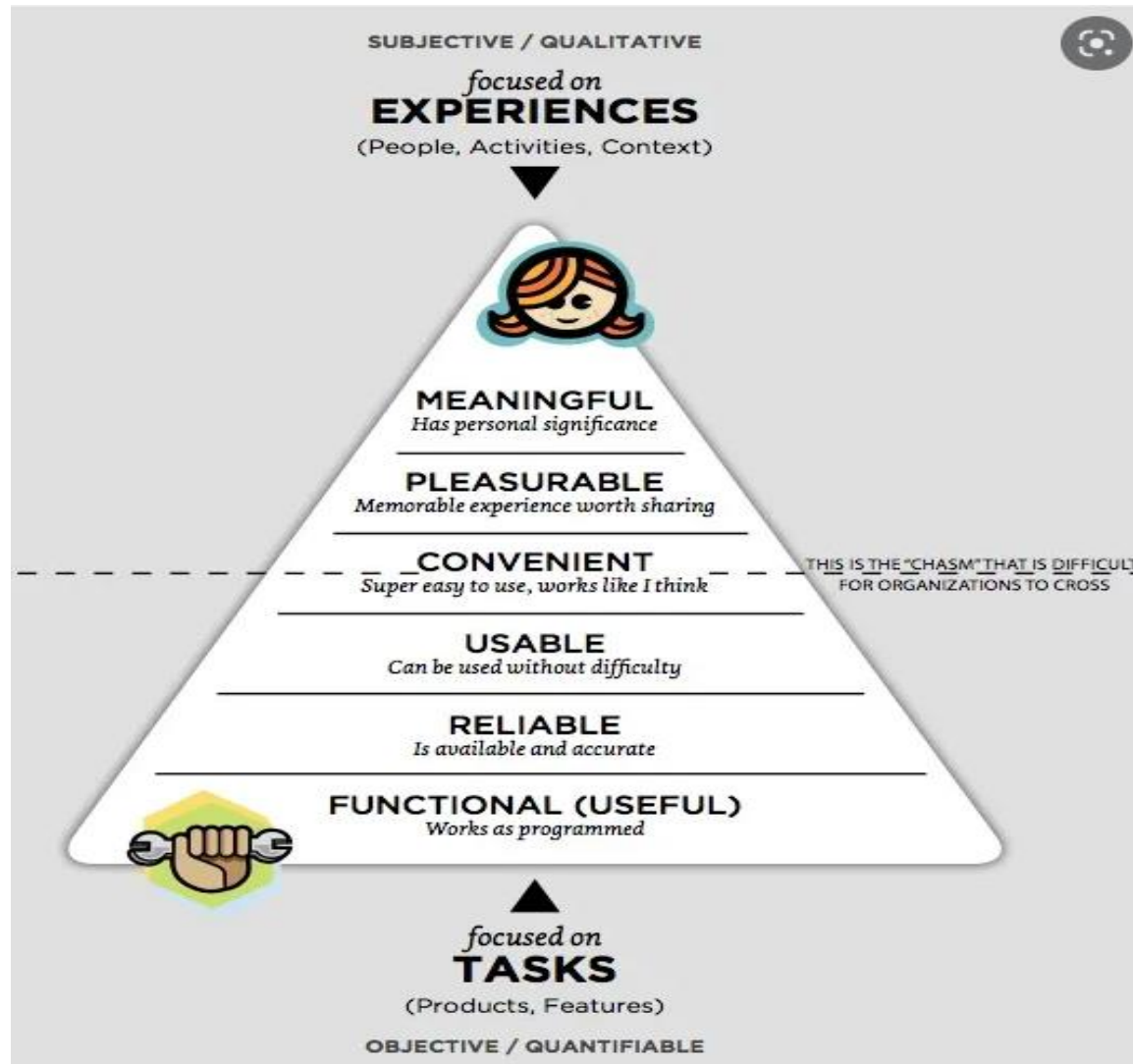
New process



Old process



UX value add

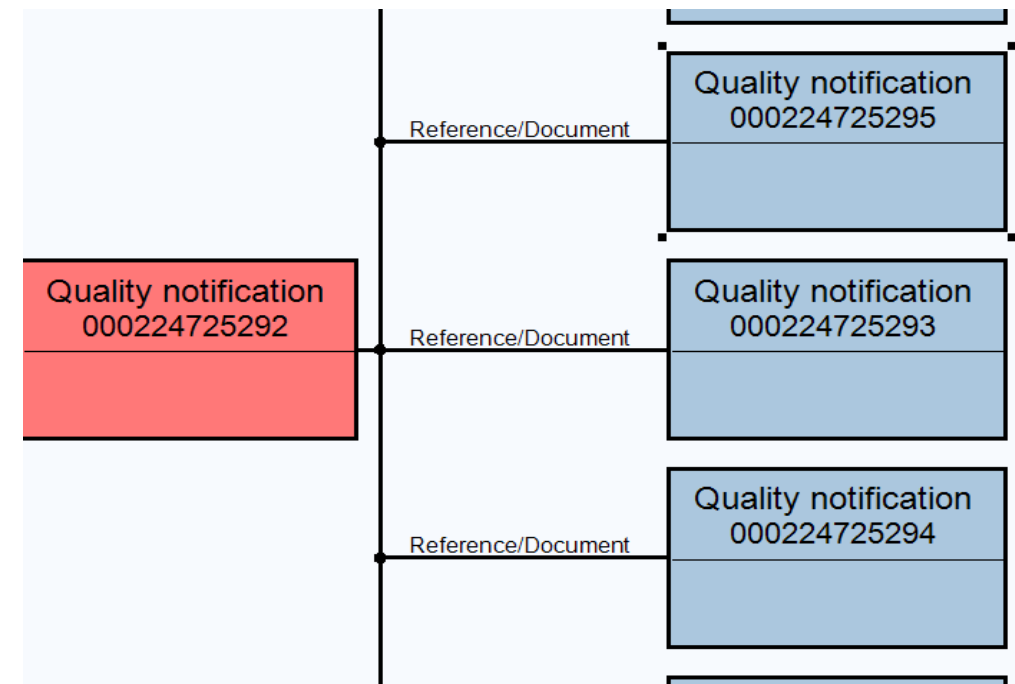


The design thinking strategy has allowed us to unlock the convenient, pleasurable, and meaningful part of the experiences for the user.

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

Quality Alerts

Dashboard
Search, Edit & Create



Create new QA
Create QA



Sort Log Report
Search Sorted Batches



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



Dashboard

+ New QA

Show Sort Log Report

Search Criteria

QA#:

Plant:

Line:

Material:

Production Date: MM/dd/yyyy - MM/dd/yyyy

Type:

Subtype:

Advanced Search

Clear

Search

Production Date: 08/28/2022 - 09/01/2022

Plant: 1040 LEMOORE WEST

Refresh

FS Type 29

0

Edit all

Open

1

Edit all

OOS

2

Edit all

Auto generated

0

Edit all

Extraneous

0

Edit all

Cheese Department

0

Edit all

Processing/Packaging

2

Edit all

Whey Department

0

Edit all

Other Department

0

Edit all

Lactose Department

0

Edit all

NFDM Department

0

Edit all

Block Department

0

Edit all

Food Safety

0

Edit all

OOS QAs - Showing 2

Edit selected

Email Selected

Print PDF

Excel Export

Show/Hide Columns

S...	QA#	Mat.	Ty...	Su...	P...	L...	Incident Description	Root Cause	Corrective Action	Preventive Action	Prod.D...	Inc.Date		
											MM/dd/yyyy	MM/dd/yyyy		
<input type="checkbox"/>	Closed	224725292	100003080	Out of Spec	Poor Cut Quality	1040	1	This is a Demo QA for the ASUG presentation on the QA application in Fiori.	This section is used to provide the root caus...	This section is used to document the...	08/31/2022	08/31/2022		
<input type="checkbox"/>	Open	224725313	100003080	Out of Spec	Out of Spec...	1040	1	This is a Demo QA for the ASUG presentation on the QA application in Fiori.	This section is used to provide the root caus...	This section is used to document the...	09/01/2022	09/01/2022		

Create/Edit – can add details in various sections



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SAP

QA ▾

+ New QA

< 1 / 1 >

General view

Clean break

Event timeline

Product Held / Sort log

Vendor related

General information

Incident description*

Incident location* GRD

⚠ You cannot change this section after saving it

QA#: 224725313

Created by: Praveen Beeram

Report date: 09/01/2022 13:12:13

Production date*: 09/01/2022

Plant*: 1040 LEMOORE ...

Material*: 100003080

Department*: Processing Depart...

Line*: Line1

Type*: Out of Spec

Subtype*: Out of Spec Moist...

Person notified*: Sheila

Reported By*: Bhuvan

CAPA#

Attachment

Only PDFs and Images allowed. File size limit: 10MB

Upload

No files found.

Drop files to upload, or use the paper clip button.

Final action taken

Close QA

EmailPrint PDFCancelSave

Batches held -section



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SAP

QA ▾

+ New QA

< 1 / 1 >

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Line:* Line1

Type:* Out of Spec

Subtype:* Out of Spec Moist...

Person notified:* Sheila

Batches -

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Material 100003080 Material description QLC GF CHZ 30LB

Product Held / Sort Log

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Mass update Reason for sort/Sort type

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Batch	Sort	Reason for sort	Sort type	Sort start	Sort end	Lbs	Production comment	QE comment
SU6831001	<input type="checkbox"/>							
SU6831002	<input type="checkbox"/>							
	<input type="checkbox"/>							

<

Email

Print PDF

Cancel

Save

Email



SAP QA

+ New QA 1 / 1

General view Clean break Event timeline Product Held / Sort log Vendor related

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Material*: 100003080

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Line*: Line1

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Subtype*: Out of Spec Moist...

Person notified*: Sheila

Incident description*

This is a description of the incident that occurred.

Pe

This section is used to document the long term preventive action taken in response to the concern/incident.

Preventive Action

Person notified Department

Email Print PDF Cancel Save

① Emailing is only possible within Leprino Foods (leprinofoods.com). Please start typing few letters in a name to find email ID (if maintained in SAP). If email ID not found for a user and you know email ID, type the email directly and press enter

| @leprinofoods.com Recipients 0

Type message ...

Close Email