

# URVESH PATEL

Walmart Case Studies

# Table of Contents

Project 1

## **Walmart Supplier Hub Redesign**

**Page 4**

A redesign of Walmart's Supplier Hub platform using the new design system

---

Project 2

## **Walmart Supplier Profile Tracker**

**Page 43**

Designing a Progress Tracker to carve a clear path to profile completion and increase conversion

---

Project 3

## **Walmart FCCA Digitization**

**Page 62**

Digitizing Walmart's Factory audit and capability platform

# Walmart: Project 1

- Dashboard
- Quote and Bidding
- Commitment
- PO Management
- Catalog
- Data Insights
- Supplier Profile
- Factory Profile

Good morning, Bobby!

Here's a summary of what's happening in your area

### Supplier Profile

**ANHEUSER-BUSCH INBEV**  
Country of Origin: China  
Supplier ID: 28074709  
Vendor#: 123456 [+1 more](#)  
Available Market: US

Supplier profile is **incomplete** 75%

[View Supplier Profile →](#)

### Factory Profile

<b>Total Factories</b>	<b>9</b>	<b>4</b> Active	<b>3</b> Inactive	<b>2</b> New
<b>Total Capacity</b>	<b>9,63,000</b>	<b>7,51,140</b> Capacity for WM	<b>78%</b> % Capacity for WM	

Factory profile is **incomplete** 50%

[View Factory Profile →](#)

### Quote and Bidding (US-Package Foods Only)

**Total RFQs**  
**16**



**Total Quotes**  
**28**



# Walmart Supplier Hub

A redesign of Walmart's Supplier Hub platform

# Walmart Global Sourcing

- Global Sourcing is the practice of sourcing from the global market for **goods and services across geopolitical boundaries.**
- At Walmart, Global Sourcing has more than **\$30B business volume** each year.
- Walmart partners with **1,800+ suppliers and 5,000+ factories** on a yearly basis.

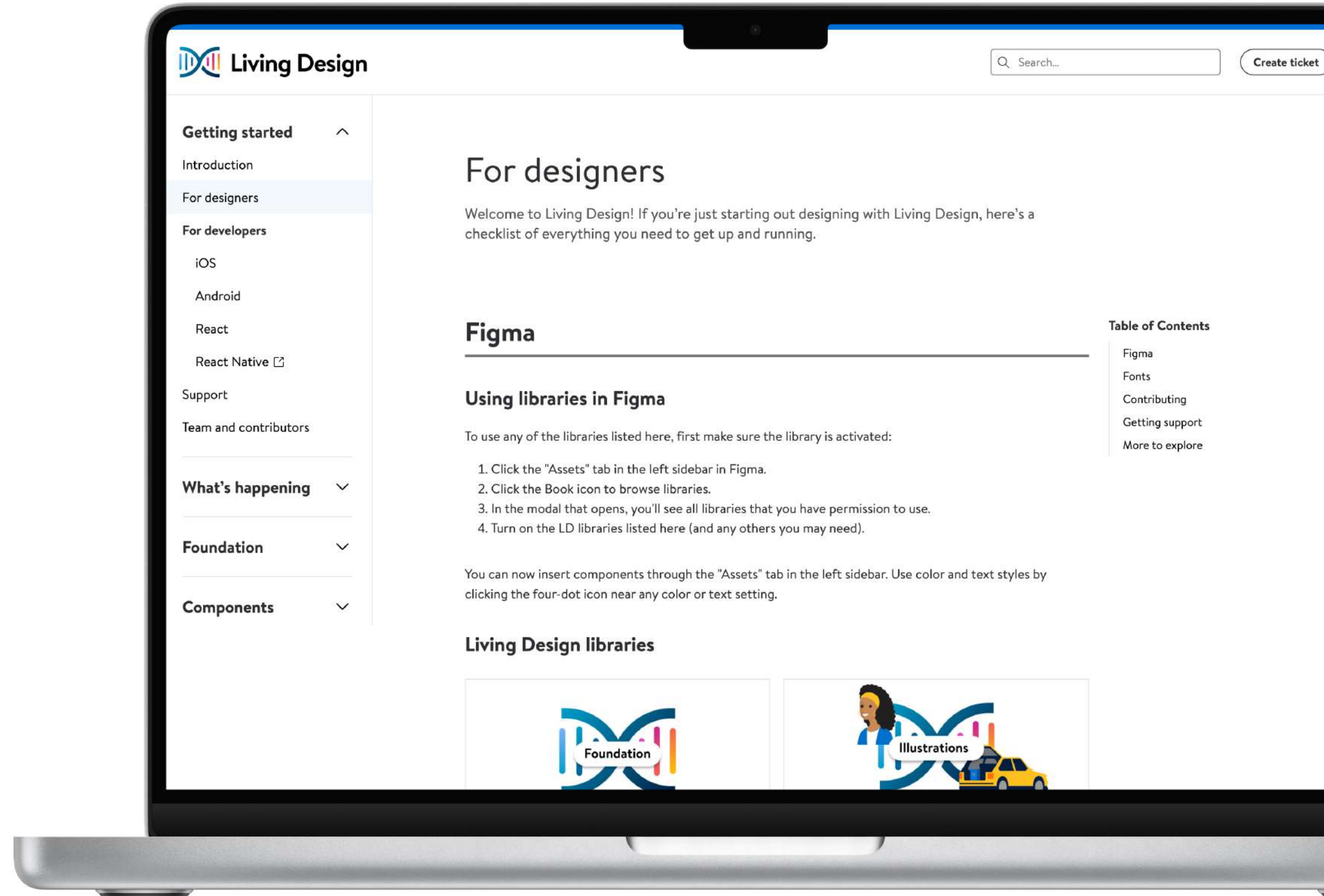
# Walmart Supplier Profile

- **What is Supplier Profile?**
  - A centralized platform to input supplier capabilities and supplier information for Walmart

# Migrating to New Design System

Before I joined Walmart full time, the organization had just gone through new identity and migrated to a new design system.

From Material UI → Living Design System



## PROBLEM DEFINITION

# Prior to the redesign...

- Design was not cohesive
- Sourcing teams were compiling different files in different format for supplier profile(s)
- Product didn't reflect the company's new design system.

The screenshot displays the SupplierHub interface for the profile of FORTUNE MATE ENTERPRISE CO LTD. The header includes navigation links: Dashboard, Quotes and Bidding, Commitment, PO Management, Catalog, Data Insights, Supplier Profile, and a highlighted Supplier Profile button. The main header area shows the company name, Supplier ID (28074709), WM Supplier Since (2013), Country/Region (China), and SA Bucket (Very Strategic). A left sidebar lists navigation options: Supplier Info (selected), Supplier Business, Working with Walmart, Customer Profile, Factory Profile, and Supplier Documents. The main content area is titled 'Supplier Info' and contains two sections: 'Basic Info' and 'Contact'. The 'Basic Info' section lists: Supplier Address (No.28 Chouzhou N Rd, Yiwu, Zhejiang 736290, China), Webpage (https://www.fortunemate.com), Email (fortunemate@fme.com), Phone (+86 038 53828888), and Fax (+86 038 53829999). The 'Contact' section lists: Administrator (Bobby Xiao, bobby.xiao@fme.com, +86 038 53828888), CEO (Tim Zhang, tim.zhang@fme.com, +86 038 53828801), CFO (Wendy Liu, wendy.liu@fme.com, +86 038 53828802), Primary Account Representative (Mike Ma, mike.ma@fme.com, +86 038 53828805), and Quotation Responsible (Grace Shen, grace.shen@fme.com, +86 038 53828806).

# Project Goals

01

Increase efficiency rating for suppliers & merchants & reduce time spent on tasks

02

Create a centralized supplier platform improving information accuracy, visibility & accessibility

03

Establish faster design processes & design delivery time

# Project Brief

**Timeline:** 2.5 Months (Ongoing Project)

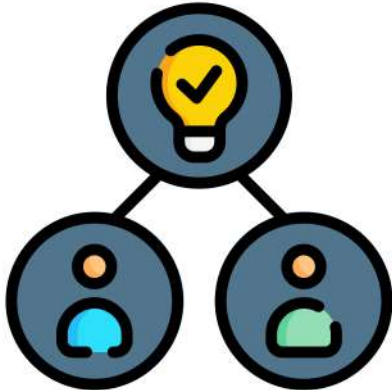
## My Role

- Lead Product Designer
- User Research
- Prototyping
- Usability Testing

## Team



2 Developers



End Users



Product Manager

# Supplier Hub

- Dashboard
- Quote & Bidding
- Commitment
- PO Management
- Catalog
- Data Insights

- **Supplier Profile**
  - Supplier Information, Contacts, Business Profile, Customer Profile, Agreements and Documents
- **Factory Profile**

..... My Role

# Research & Observation

to understand user problems & needs

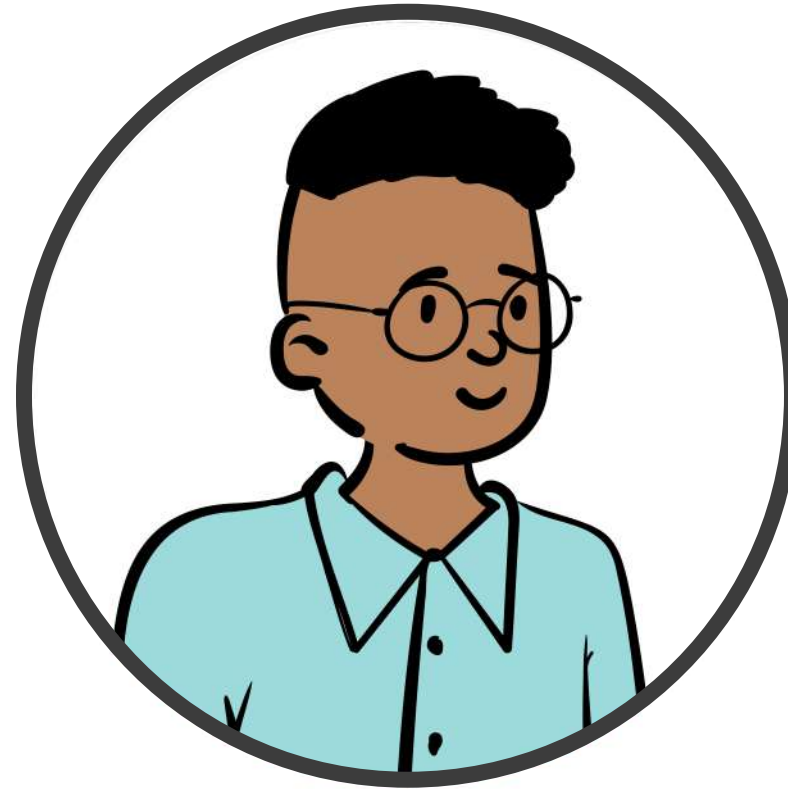
**a.** User Interviews

**b.** User Personas

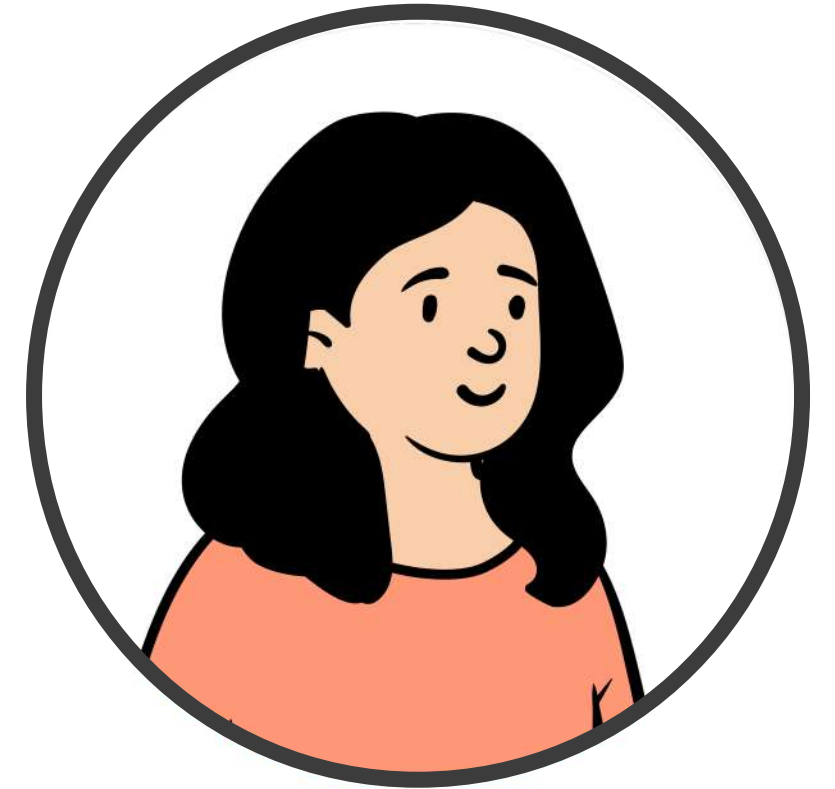
**c.** Heuristic Evaluation

**d.** Problem Definition

# Two Types of Users



**Supplier(s)**



**Merchant(s)**

# User Interviews

---

In order to learn more about user needs, frustrations, and motivations, I held user interviews with the following goals.

- 01 Get to know the user**
- 02 Motivations behind using platform**
- 03 Analyzing the user flow**
- 04 Likes & Improvements**

# User Pain Points

I get lost sometimes **figuring out which navigation** I should go to. This should be **made more simple**.



I **keep having to scroll down a lot** to view my data. **Slows down my work.**



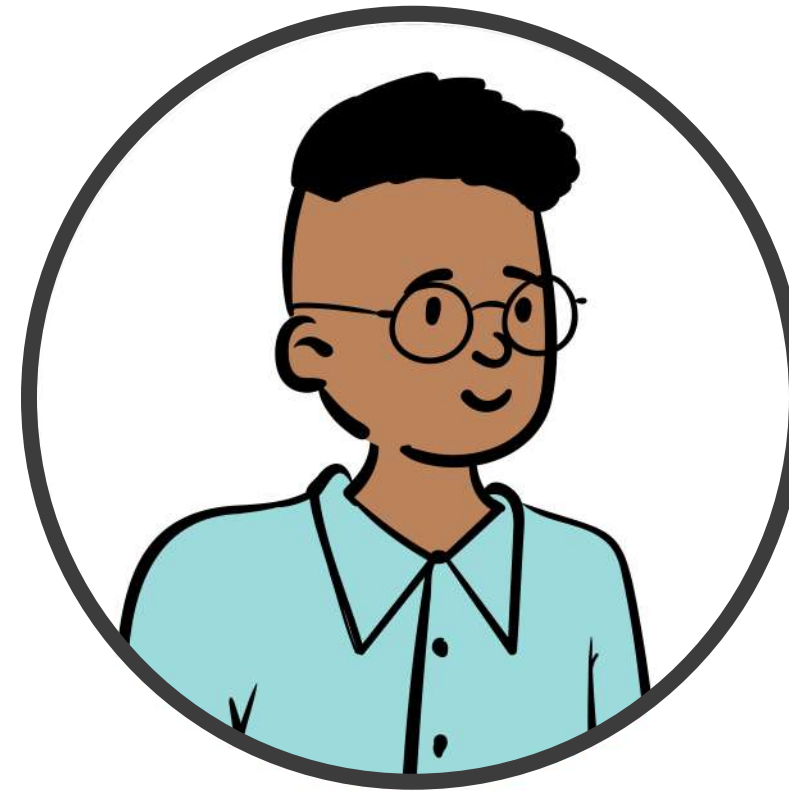
I wish the platform was **easier to navigate**. They're throwing **so much information** at me.



## Business Pain Points

- The cost of these inefficiencies not only hurts the end consumer but **shows up in the production cost**
- Walmart **loses a supplier** / factory

# Two Types of Users



**Supplier**

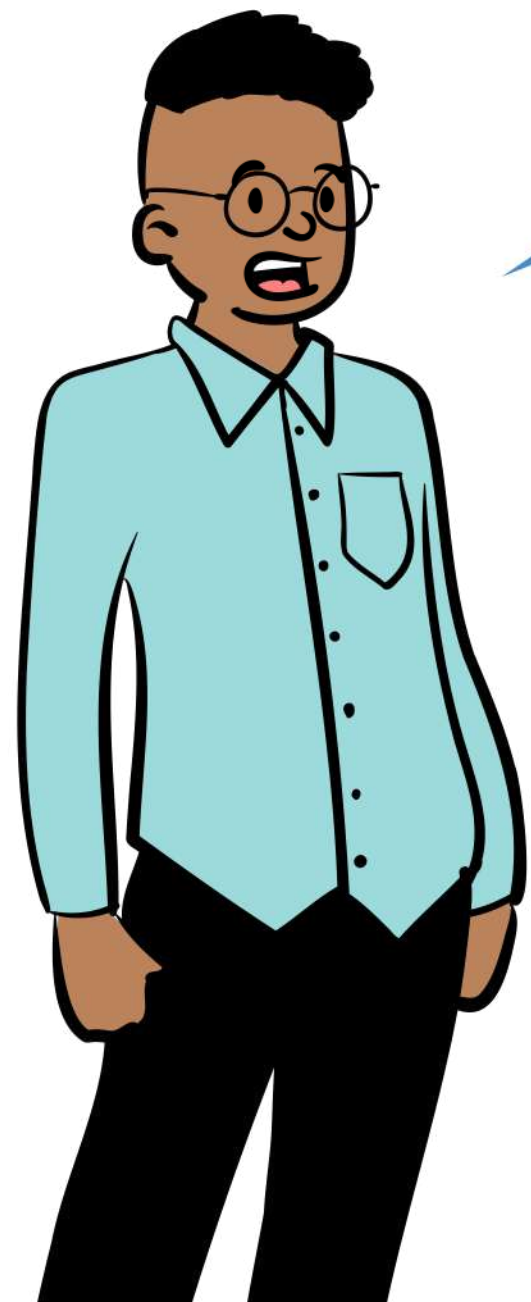
*"I produce and provide  
products."*



**Merchant**

*"I request products & make  
buying decisions."*

# Ethan Miller



As the supplier on the platform, I need...

## User Needs/ Wants:

1. Consistent end-to-end user experience
2. Easily fill in basic information & capabilities for Walmart review
3. More efficient way to know if I have completed all my requirements

# Olivia Davis



As the merchant on the platform, I need...

## User Needs/ Wants:

1. To reduce the time required in doing my tasks
2. A more unified experience when viewing information (without having to go to multiple different parts of the platform)

## FRAMING THE PROBLEM

### How Might We...

Deliver a more **cohesive end-to-end user experience** for suppliers and merchants **while elevating our UX** standards and practices.

# Preliminary Design

To identify the best solution & experience

**a.** Heuristic Evaluation

**c.** Sketches

**b.** Information Architecture

# Feature & Task Prioritization

## Phase 1 | Q3 (2022)

- Learn the product in & out
- Learn about the design system, it's components, how to use it efficiently
- Stakeholder & user Interviews
- Start Design Explorations

## Phase 2 | Q4 (2022)

- Heuristic evaluation
- Deliver 1<sup>st</sup> iteration of Supplier Hub Features (Supplier Information, Contacts, Business Profile, Customer Profile, Agreements & Documents)
- Gather feedback
- Usability Testing: Supplier Profile
- Prototyping the interactions & screens
- Launch Supplier Profile

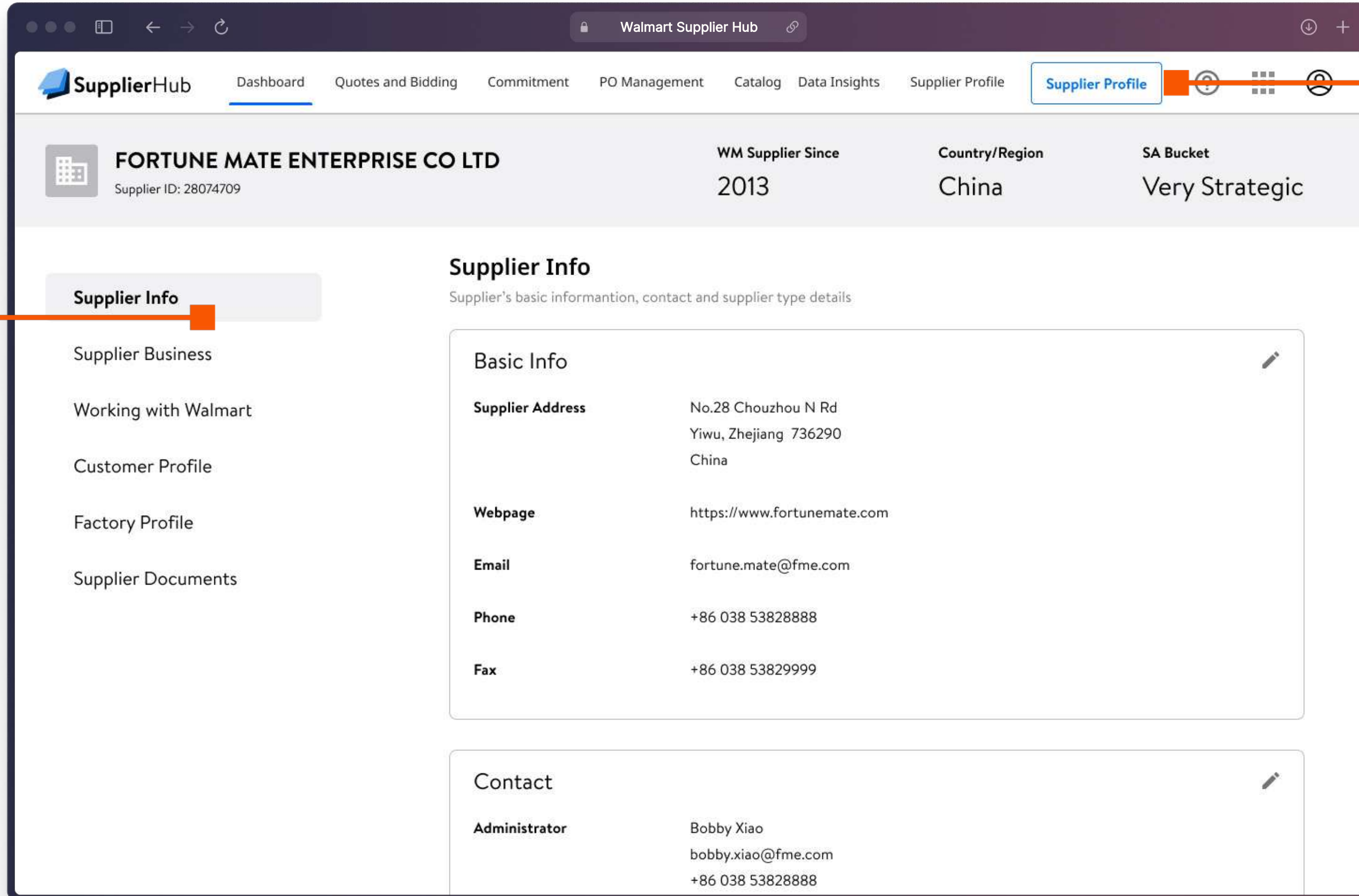
## Phase 3 | Q1 (2023)

- On-going collaboration with developers
- Usability testing (Factory Profile)
- Launch Factory Profile
- Notifications

## Heuristic Evaluation

I started by doing Heuristic Evaluations (evaluating the previous product's user interface, to ***detect all usability issues with it, and identify ways to resolve them*** in the new design.)

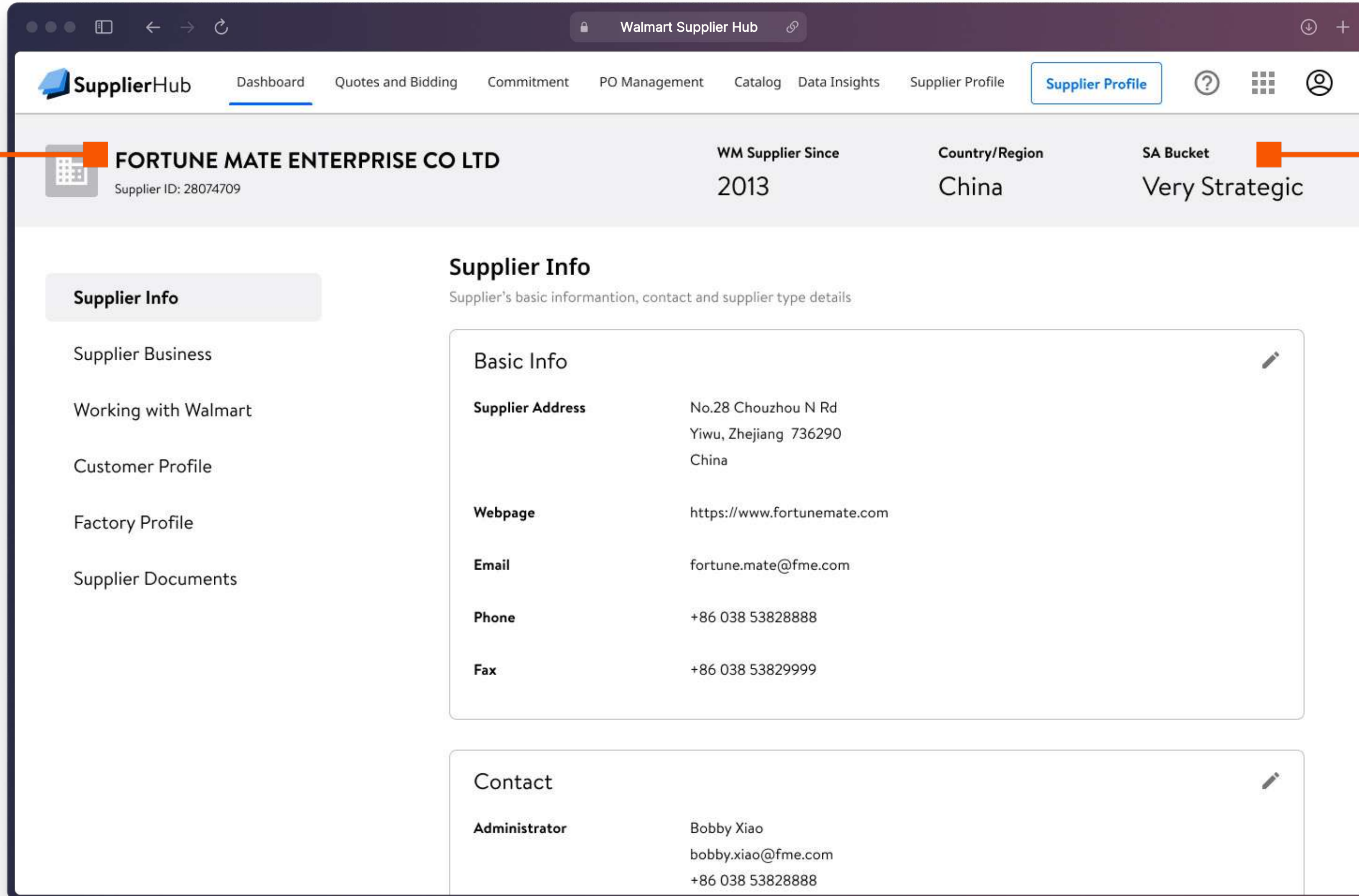
# Heuristic Evaluation: Dashboard Page



**PAIN POINT 1**  
Double navigation bar(s)

**PAIN POINT 2**  
Conflicting CTA

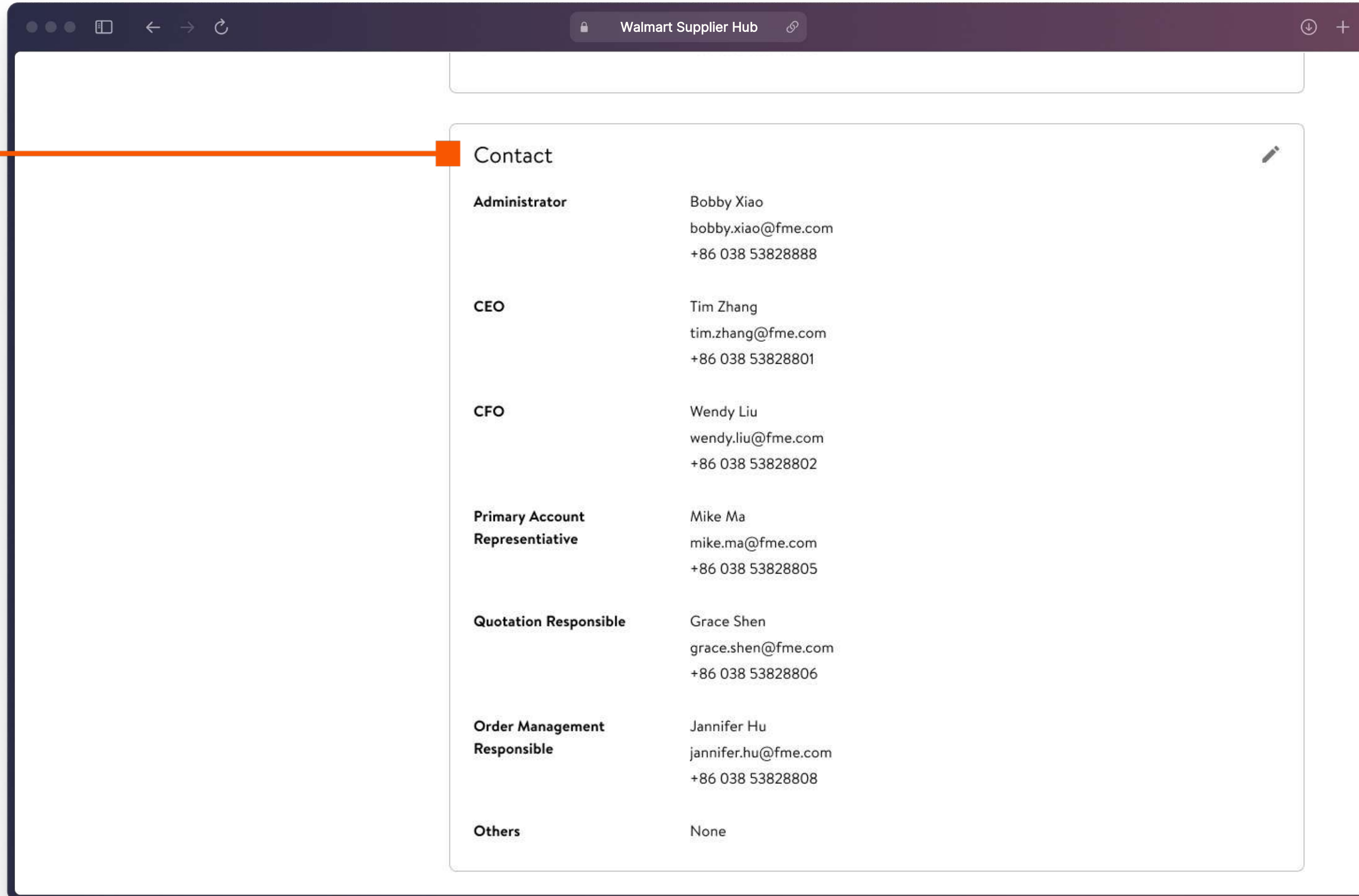
# Heuristic Evaluation: Dashboard Page



**PAIN POINT 3**  
Doesn't account for multiple vendors

**PAIN POINT 4**  
Interruptive across every page

**PAIN POINT 5**  
Long page for users with more than 6+ contacts



The screenshot shows a web browser window with the address bar displaying "Walmart Supplier Hub". The main content area is a contact list titled "Contact" with a pencil icon in the top right corner. The list contains seven entries, each with a role, name, email address, and phone number. An orange line connects the "PAIN POINT 5" text to the top of the contact list.

Role	Name	Email	Phone
Administrator	Bobby Xiao	bobby.xiao@fme.com	+86 038 53828888
CEO	Tim Zhang	tim.zhang@fme.com	+86 038 53828801
CFO	Wendy Liu	wendy.liu@fme.com	+86 038 53828802
Primary Account Representative	Mike Ma	mike.ma@fme.com	+86 038 53828805
Quotation Responsible	Grace Shen	grace.shen@fme.com	+86 038 53828806
Order Management Responsible	Jannifer Hu	jannifer.hu@fme.com	+86 038 53828808
Others	None		

# Heuristic Evaluation: Supplier Business Page

**Supplier Business**  
Update supplier's annual sales and other business qualifications.

**Supplier Info**

- Supplier Business**
- Working with Walmart
- Customer Profile
- Factory Profile
- Supplier Documents

**Annual Sales**

	Total Sales (US\$)	Sales to WM (US\$)	Sales to Sam's (US\$)
2021	\$138,390	\$88,672	\$12,415
2020	\$138,390	\$88,672	\$12,415
2019	\$138,390	\$88,672	\$12,415
2018	\$138,390	\$88,672	\$12,415
2017	\$138,390	\$88,672	\$12,415
2016	\$138,390	\$88,672	\$12,415
%Growth	1.37%	1.37%	1.37%

**Export and Expansion**

	Export (US\$)	Export %	Expansion Investments (US\$)
2021	\$138,390	\$138,390	\$138,390
2020	\$138,390	\$138,390	\$138,390
2019	\$138,390	\$138,390	\$138,390

**PAIN POINT 6**  
Hard to visualize  
data for same  
year

# Heuristic Evaluation: Customer Profile Page

The screenshot shows a web browser window with the URL 'Walmart Supplier Hub'. The page title is 'Customer Profile' with a subtitle 'Update Top 5 Customers by Market excluding Walmart'. A left sidebar contains navigation links: 'Supplier Info', 'Supplier Business', 'Working with Walmart', 'Customer Profile' (highlighted), 'Factory Profile', and 'Supplier Documents'. The main content area is divided into two sections: 'Canada (Excluding Walmart)' and 'Spain'. Each section contains a table of metrics. In the Canada section, 'Total Annual Sales (USD)' and 'Total Qty' are highlighted with a dashed orange box. In the 'Major Products' section, 'Annual Sales (USD)' and 'Annual Qty' for 'Dearfoams Cozy Comfort Knit Scuff Slipper (Womens)' are also highlighted with a dashed orange box. An orange arrow points from a callout box on the right to the 'Total Annual Sales (USD)' value in the Canada section.

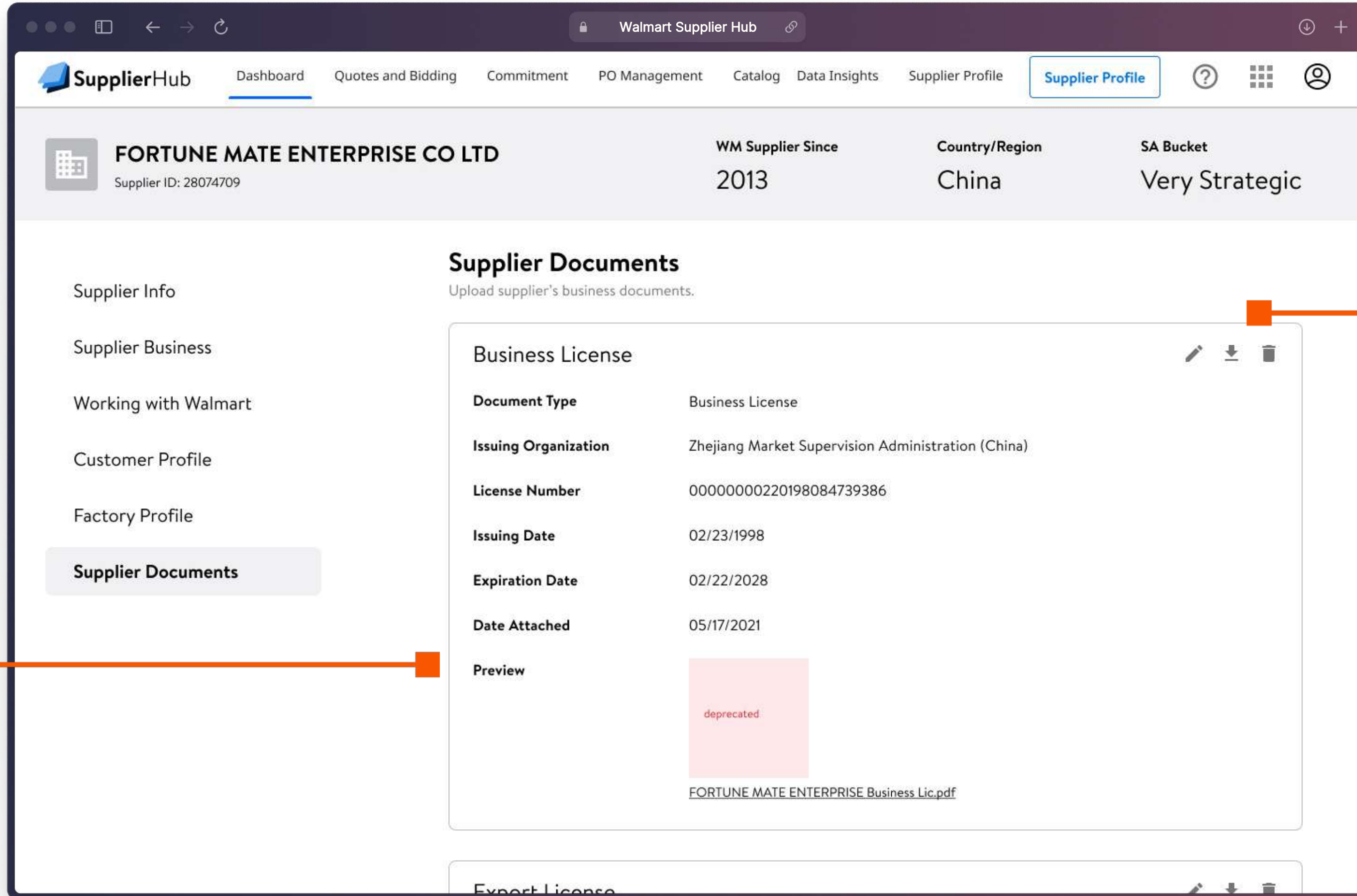
Canada (Excluding Walmart)	
Total Annual Sales (USD)	\$927,000
Total Qty	68,000
% of TTL	45%
Sales % to TTL	29%
Major Products	
Dearfoams Cozy Comfort Knit Scuff Slipper (Womens)	
Annual Sales (USD)	\$712,000
Annual Qty	58,000
% to TTL	37.6%
Sales % to TTL	32.5%
Distribution	No

Spain	
Total Annual Sales (USD)	\$127,000
Total Qty	6,000
% of TTL	45%

**PAIN POINT 6**  
Hard to understand data information

# Heuristic Evaluation: Supplier Documents Page



**PAIN POINT 7**  
Long page for users with more than 3+ docs

**PAIN POINT 8**  
No clear upload document UX


**SupplierHub** | Dashboard | Quotes and Bidding | Commitment | PO Management | Catalog | Data Insights | Supplier Profile | **Supplier Profile**

**FORTUNE MATE ENTERPRISE CO LTD**  
Supplier ID: 28074709

WM Supplier Since: 2013 | Country/Region: China | SA Bucket: Very Strategic

### Supplier Documents

Upload supplier's business documents.

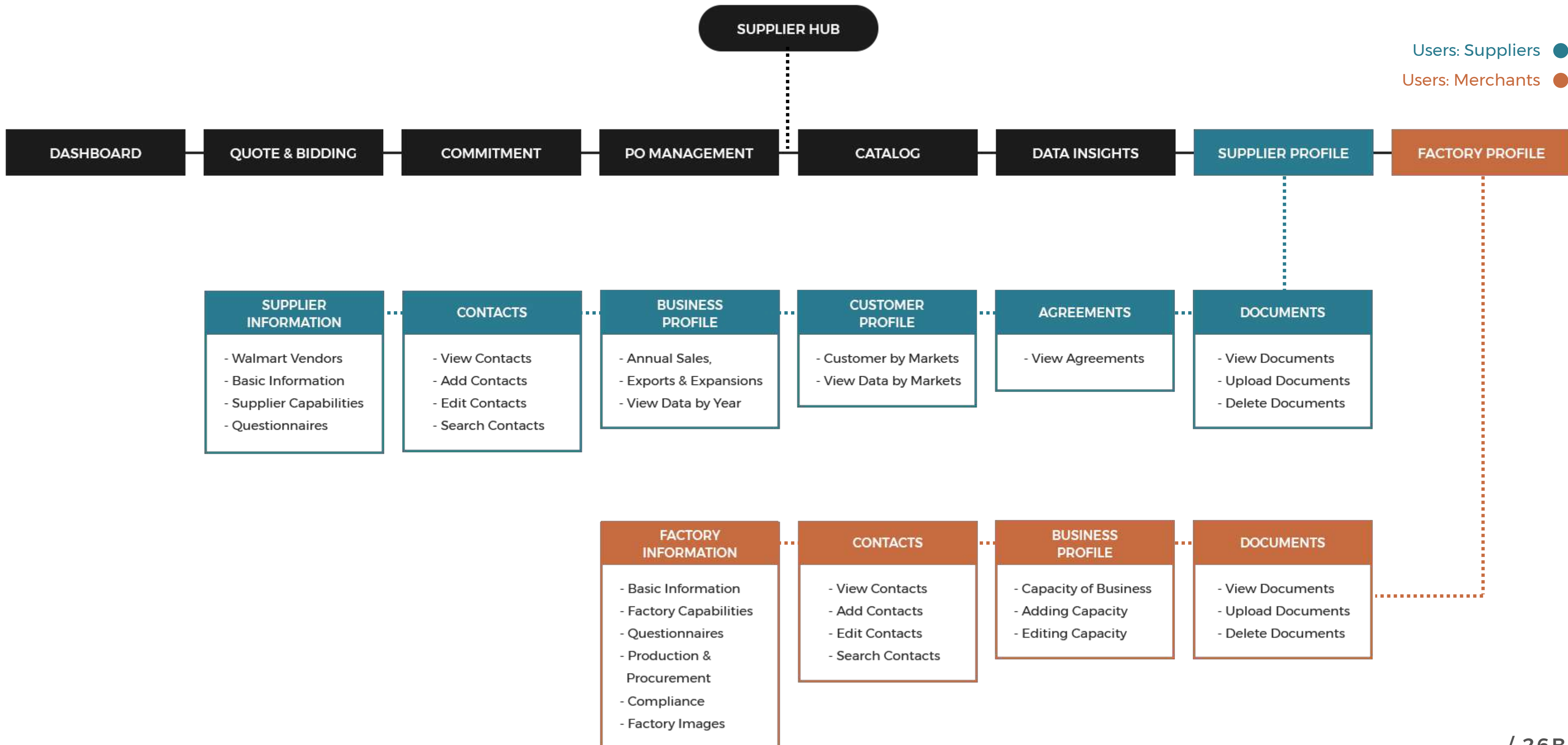
<b>Document Type</b>	Business License
<b>Issuing Organization</b>	Zhejiang Market Supervision Administration (China)
<b>License Number</b>	00000000220198084739386
<b>Issuing Date</b>	02/23/1998
<b>Expiration Date</b>	02/22/2028
<b>Date Attached</b>	05/17/2021
<b>Preview</b>	 <a href="#">FORTUNE MATE ENTERPRISE Business Lic.pdf</a>

**PAIN POINT 9**  
All part of the Supplier Profile experience

PRELIMINARY DESIGN

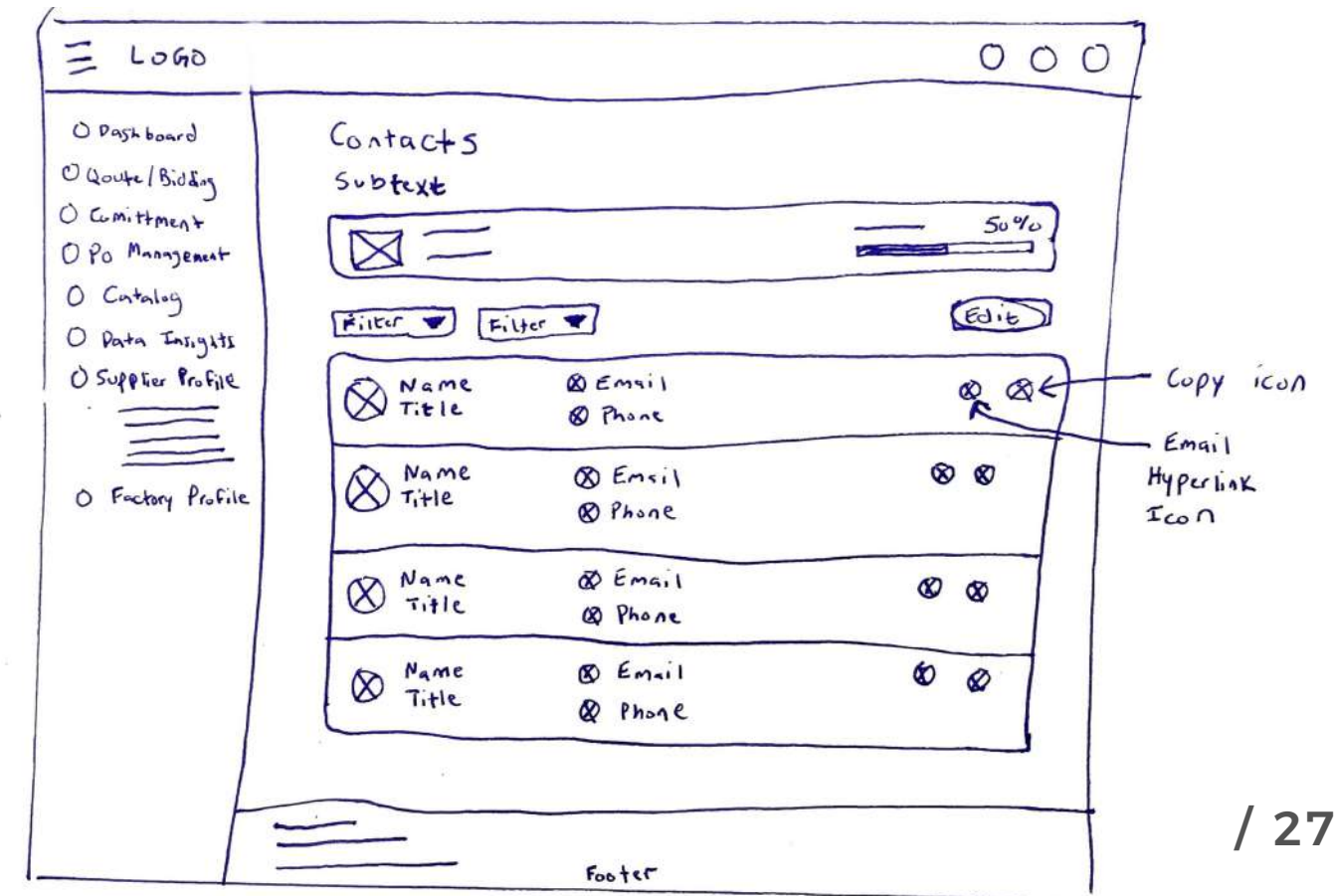
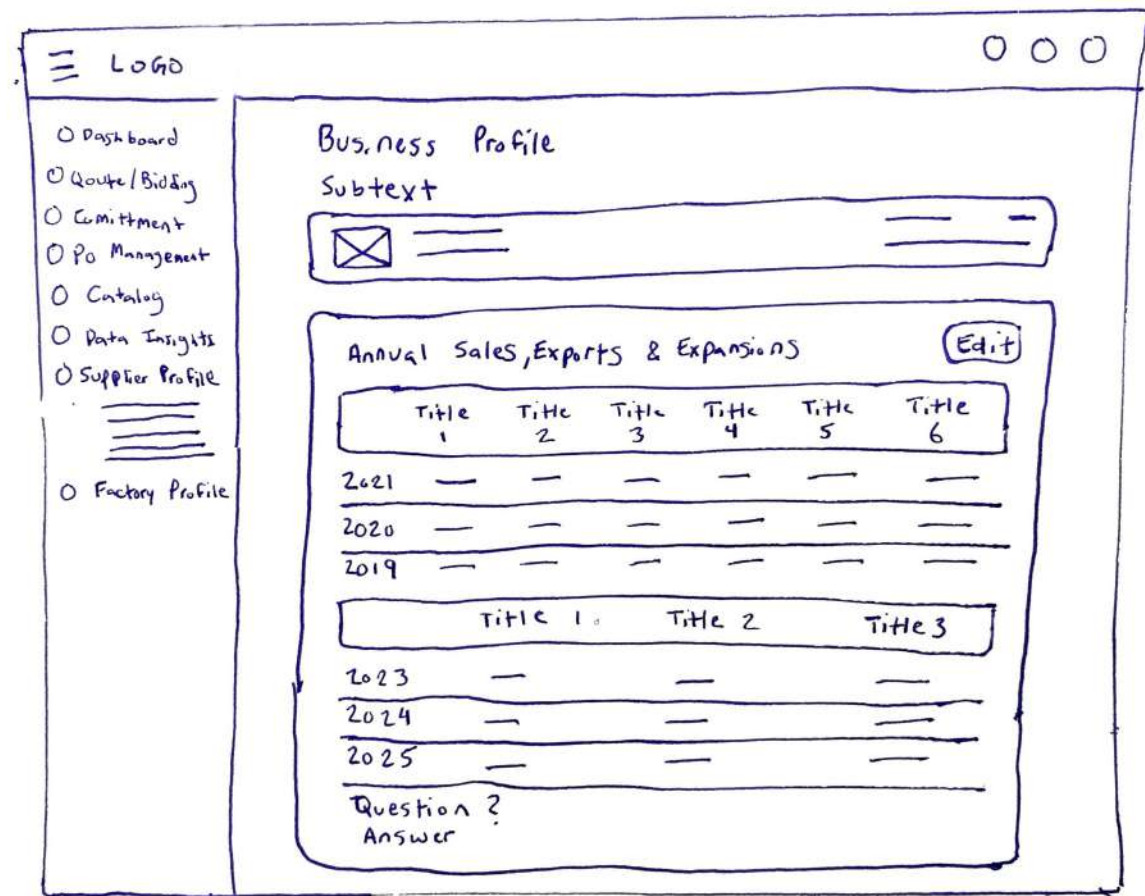
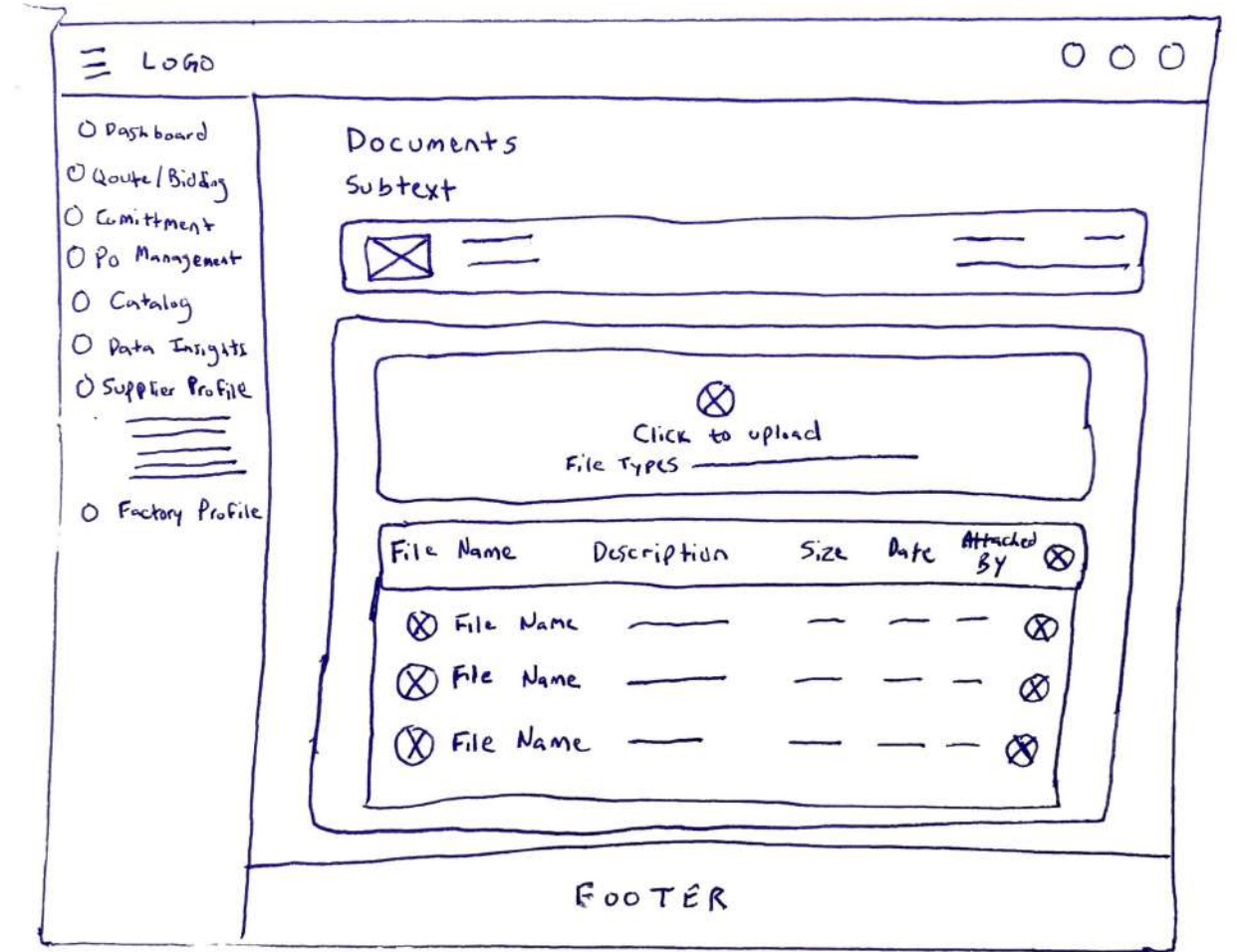
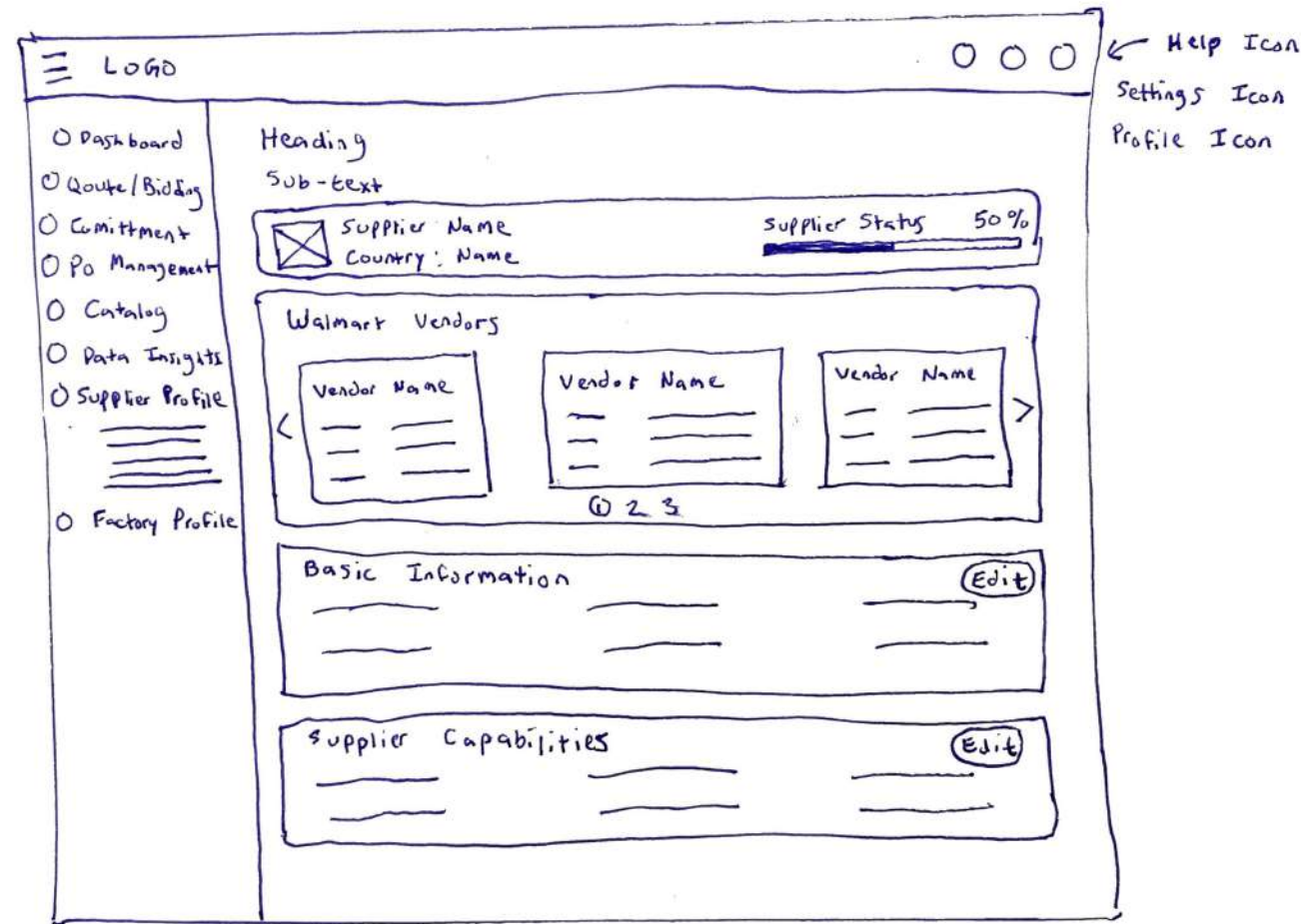
## Information Architecture

With those pain points in mind. I thought it was ***important to visualize how the new platform will be structured*** and created a visual showing the architecture of the proposed solution



# Brainstorming Sketches

For the design, I started by **sketching out my ideas to better visualize the solution** (focusing on stuff like the navigation, layout, and certain user flows.)



# Following (Living) Design System Guidelines

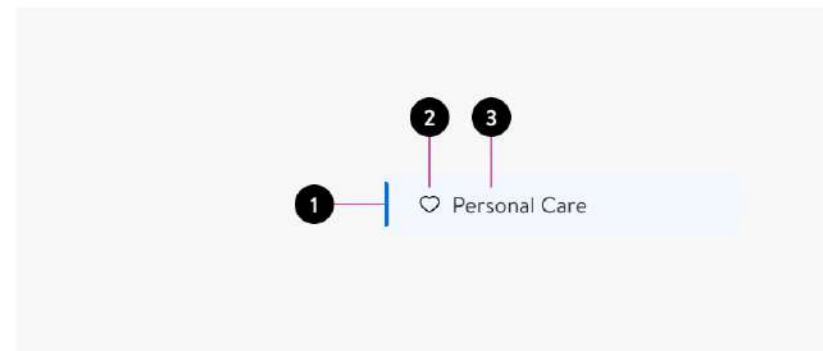
## Anatomy

### Side Navigation



1. Container

### Side Navigation Item



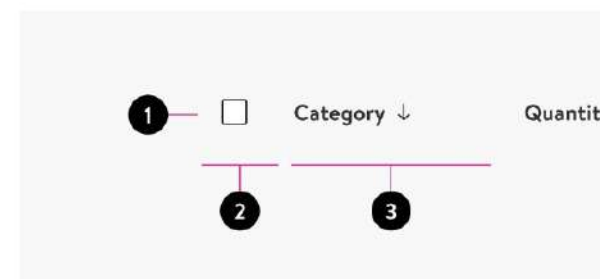
- 1. Indicator
- 2. Leading Icon (optional)
- 3. Text Label

## Data Table

Category ↓	Item	Week to date	Month to date
Pet food	Cat food	3.44%	12.40%
Pet food	Dog food	12.89%	16.75%
Pet accessories	Dog beds	1.06%	9.32%

- 1. Container
- 2. Data Table Head
- 3. Data Table Body

## Data Table Head



- 1. Container
- 2. DataTableHeaderSelect (optional)
- 3. DataTableHeader

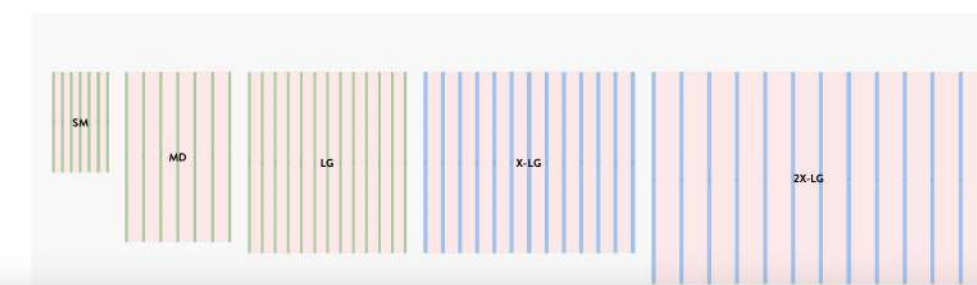
## Grid

The grid provides the framework for the rhythmic and consistent positioning of elements onscreen.

Guidelines React

## Usage

Living Design uses a 12-column grid for flexibility. Any number of the available columns can be utilized to suit the need of the design. Adhering to the grid helps to bring order to the page.



Released View status

### Table of Contents

- Usage
- Best Practices
- Anatomy

Create ticket

- Getting started
- What's happening
- Foundation
- Components
- Overview
- Alert
- Badge
- Banner
- Bottom Sheet
- Breadcrumb
- Button Group
- Button
- Callout

## Overview

**Alert**

Alerts provide brief information and feedback to a user.

**Badge**

Badges are visual indicators of status or count.

**Banner**

Banners provide brief information about a significant incident affecting large number...

**Body**

Body text is used as the main content on a page or section.

**Bottom Sheet**

Bottom Sheets are surfaces containing supplementary content that are anchored...

**Breadcrumb**

The breadcrumb is a secondary navigation pattern that helps a user understand the...

Supplier Profile / LD Supplier Profile

Libraries
Updates

Current file
Intl Tech UX - US07537
Walmart

LD Supplier Profile
Publish...

Libraries available in this file

- [LD] Global Sourcing Do... 23 components
- Enterprise LD Subsystem 7 components
- Global Sourcing MUI v5... 1915 components, 134
- LD Components 66 components
- LD Foundation 902 components, 56 s
- LD Light Theme 241 styles

Includes 1 missing library

# The Final Solution

# Final Solution: Supplier Profile Page

**Supplier Information**  
Supplier's basic information and capabilities.

**ANHEUSER-BUSCH INBEV**  
Country/Region: China

Supplier profile is **complete** 100%

**WM vendors (8)**

All Markets US Mexico China

Market	Supplier Name	Supplier ID	Vendor #	DUNS	Address
US	ANHEUSER-BUSCH LLC	28074709	123456	14-987-9157	15W State St, Athens, Ohio 45701, USA
US	ANHEUSER-BUSCH SALES ANTELOPE	28074709	23457	14-987-9158	4046 Austell Rd, Austell, Georgia 30106, USA
Mexico	ANHEUSER-BUSCH SALES OF WASHINGTON	28074709	45789	14-987-9159	Av. Hiroshima No. 1000, Guanajuato 36875, Mexico

**Basic information** Edit

Field	Value
Webpage	-
Email	-
Phone	+86 038 53828888

**SOLUTION 1**  
Centralized navigation

**SOLUTION 2**  
Clear Supplier Profile UX

**SOLUTION 3**  
Status bar showing supplier progress

**SOLUTION 4**  
Added the vendors for each supplier

**SupplierHub**

## Contacts

Supplier Contacts

**ANHEUSER-BUSCH INBEV**  
Country/Region: China

Supplier profile is **complete** 100%

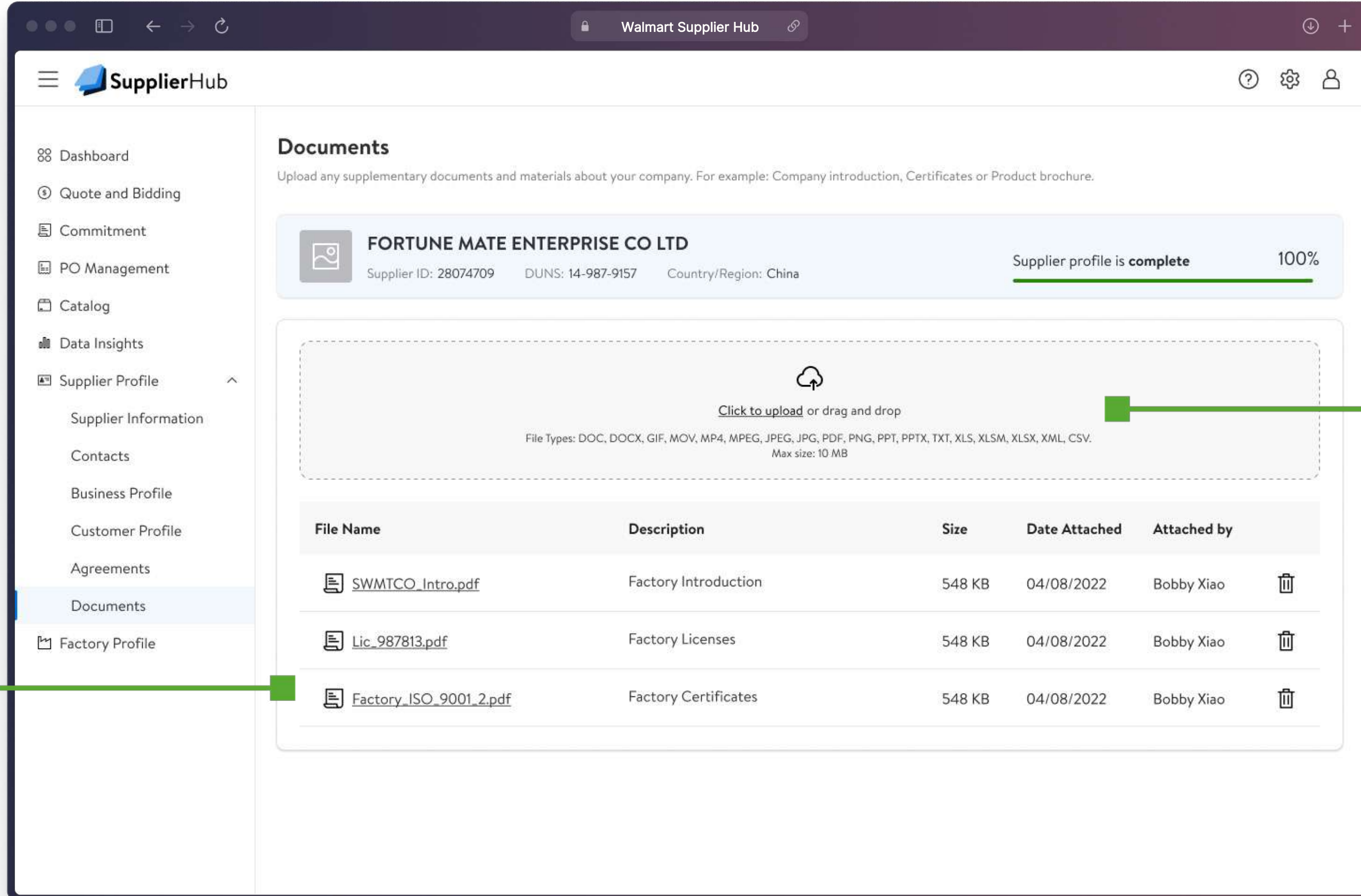
All Roles ▾ All Vendors ▾ Search

Add/Edit Contacts in GSE ↗

<b>BX</b>	<b>Bobby Xiao</b> Administrator	bobby.xiao@fme.com +86 038 5382888	✉	📄
<b>TZ</b>	<b>Tim Zhang</b> CEO	tim.zhang@fme.com +86 038 53828801	✉	📄
<b>WL</b>	<b>Wendy Liu</b> CFO Primary Account Representative	wendy.liu@fme.com +86 038 53828802	✉	📄
<b>MM</b>	<b>Mike Ma</b> Quotation Responsible	mike.ma@fme.com +86 038 53828815	✉	📄
<b>GS</b>	<b>Grace Shen</b> Quotation Responsible Sustainability Specialist	grace.shen@fme.com +86 038 53828816	✉	📄
	<b>Jannifer Hu</b>			

**SOLUTION 5**  
Dedicated  
contacts page

**SOLUTION 6**  
Eliminated  
Long scroll



The screenshot shows the Walmart Supplier Hub interface. The left sidebar contains a navigation menu with items: Dashboard, Quote and Bidding, Commitment, PO Management, Catalog, Data Insights, Supplier Profile (expanded), Supplier Information, Contacts, Business Profile, Customer Profile, Agreements, Documents (highlighted), and Factory Profile. The main content area is titled 'Documents' and includes a sub-header: 'Upload any supplementary documents and materials about your company. For example: Company introduction, Certificates or Product brochure.' Below this is a profile card for 'FORTUNE MATE ENTERPRISE CO LTD' with details: Supplier ID: 28074709, DUNS: 14-987-9157, Country/Region: China, and a progress indicator 'Supplier profile is complete 100%'. A large dashed box contains an upload instruction: 'Click to upload or drag and drop' with supported file types and a 10 MB limit. Below the upload area is a table of documents.

File Name	Description	Size	Date Attached	Attached by
SWMTCO_Intro.pdf	Factory Introduction	548 KB	04/08/2022	Bobby Xiao
Lic_987813.pdf	Factory Licenses	548 KB	04/08/2022	Bobby Xiao
Factory_ISO_9001_2.pdf	Factory Certificates	548 KB	04/08/2022	Bobby Xiao

**SOLUTION 7**  
Eliminated long scroll when viewing docs

**SOLUTION 8**  
Clear upload document flow / experience

# Final Solution: Annual Sales, Exports and Expansions

Exports and Expansions updated successfully! Please review all following information and update if anything has changed.

### Annual Sales, Exports and Expansions Edit

	Total Sales (US\$)	Total Sales YoY%	Exports (US\$)	Exports YoY%	Sales to Walmart Stores (US\$)	Sales to Walmart.com (US\$)
2021	\$123.89K	+8.2%	\$80.3K (58%)	+8.2%	\$87.9K (64%)	\$12.6K (9%)
2020	\$123.89K	-5.4%	\$80.3K (58%)	-5.4%	\$87.9K (64%)	\$12.6K (9%)
2019	\$123.89K	+1.6%	\$80.3K (58%)	+1.6%	\$87.9K (64%)	\$12.6K (9%)
2018	\$123.89K	+3.0%	\$80.3K (58%)	+3.0%	\$87.9K (64%)	\$12.6K (9%)
2017	\$123.89K	+1.2%	\$80.3K (58%)	+1.2%	\$87.9K (64%)	\$12.6K (9%)
2016	\$123.89K	-0.2%	\$80.3K (58%)	-0.2%	\$87.9K (64%)	\$12.6K (9%)

	Expansion Investments (US\$)	Expansion Investments YoY%	Investment Initiative
2023	\$12.3K	+3.6%	New Production Line
2024	\$12.3K	Not Applicable	New Production Line
2025	Not Applicable	Not Applicable	Not Applicable

**SOLUTION 9**  
Easily able to comprehend data by years

**SOLUTION 10**  
Eliminated long scroll when viewing

# Final Solution: Customer by Markets

SupplierHub

Customer Profile / Customer by Markets

### Customer by Markets

**FORTUNE MATE ENTERPRISE CO LTD**  
Supplier ID: 28074709   DUNS: 14-987-9157   Country/Region: China

Supplier profile is **incomplete** 25%

✔ Customer by Markets updated successfully! Please review all following information and update if anything has changed.

#### Customer by Markets

[Edit](#)

	LY Sales in USD	Major Product Categories	Customer Type	Customer Name
<b>United States (Excl. Walmart)</b>	\$500K- \$2M	Men's Shoes	Wholesale	Costco
<b>Canada (Excl. Walmart)</b>	\$500K- \$2M	Men's Shoes	Wholesale	Costco
<b>China (Excl. Walmart)</b>	\$500K- \$2M	Men's Shoes	Wholesale	Costco
<b>South Korea</b>	\$500K- \$2M	Men's Shoes	Wholesale	Costco
<b>Spain</b>	\$500K- \$2M	Men's Shoes	Wholesale	Costco

**SOLUTION 11**  
Easily able to comprehend data by markets

# Design Handoff

- Worked daily with developers
- Held weekly demos
- Launched a few weeks ahead of  
schedule

# Reflection

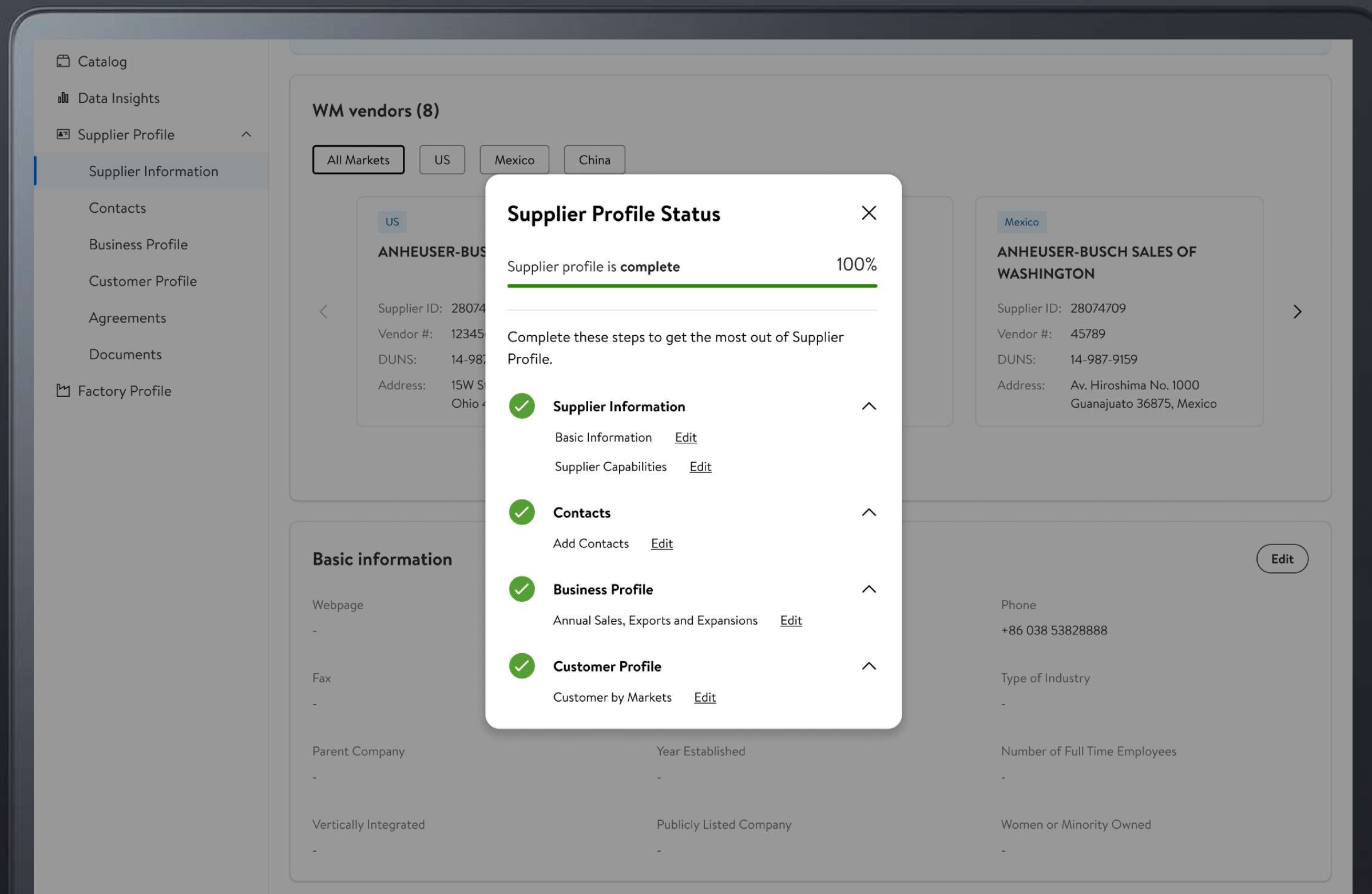
## Personal Takeaways:

- Priorities & Design trade-offs
- Advocating for UX

## Next Steps & Improvements:

- Design system is ever-evolving
  - Adding more components not already in the design system

# Walmart: Project 2



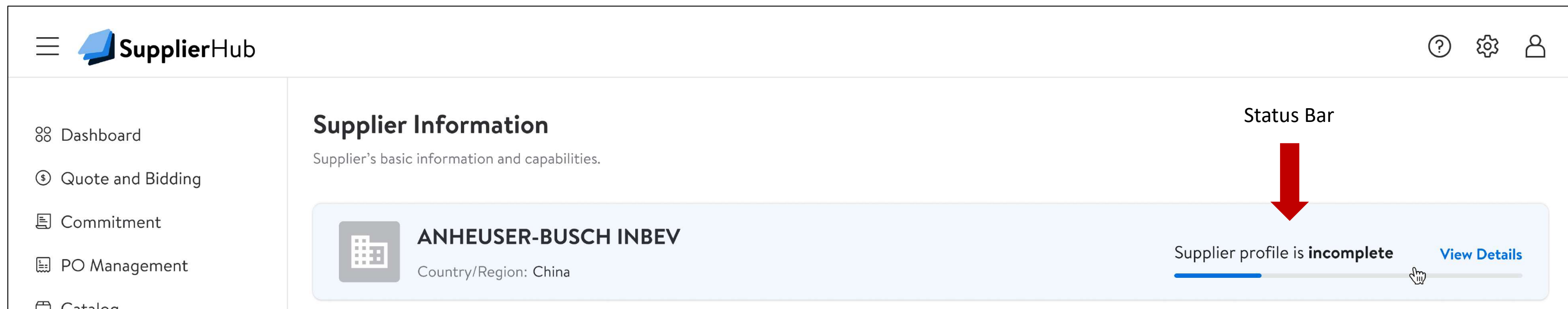
# Supplier Profile Tracker

Designing a Progress Tracker to carve a clear path to profile completion and increase conversion

# Problem / Context

# Supplier Profile Status Bar

- The Supplier Profile Status bar is **repeatedly seen amongst our core product** (Supplier Hub).
- Being used across the platform so heavily, It was **important to deliver a clear path to completion** and make a positive impact on our users.



# Problem/ Background

- The supplier profile **process is long and tedious.**
- Supplier often get lost and **end up dropping out** of the process
- Unclear UX creates friction - in turn, **increases the drop-off rate.**

# Challenge

Given that supplier's need to input their supplier information for Walmart to access if they're a good supplier for the company, **how might we best encourage supplier's to stay on track in their profile journey; providing value and increasing conversion?**

# My Role

- I was the lead product designer for this project.
- I led the design, user testing and UX research from end to end.

## Timeline

2 Weeks

(Feb 2023)

## Project Team

**Collaborated With:**

Senior Designer, Product Manager, and Developer throughout this project.

# Project Goals

- **Increase conversion and clickthrough rate**  
across the supplier profile journey
- An easy to understand stepped process to **help users avoid frustration and successfully complete their profiles**
- **Align with the product & engineering team** to optimize the end to end journey, ensuring a smoother UX

# What is a Progress Tracker?

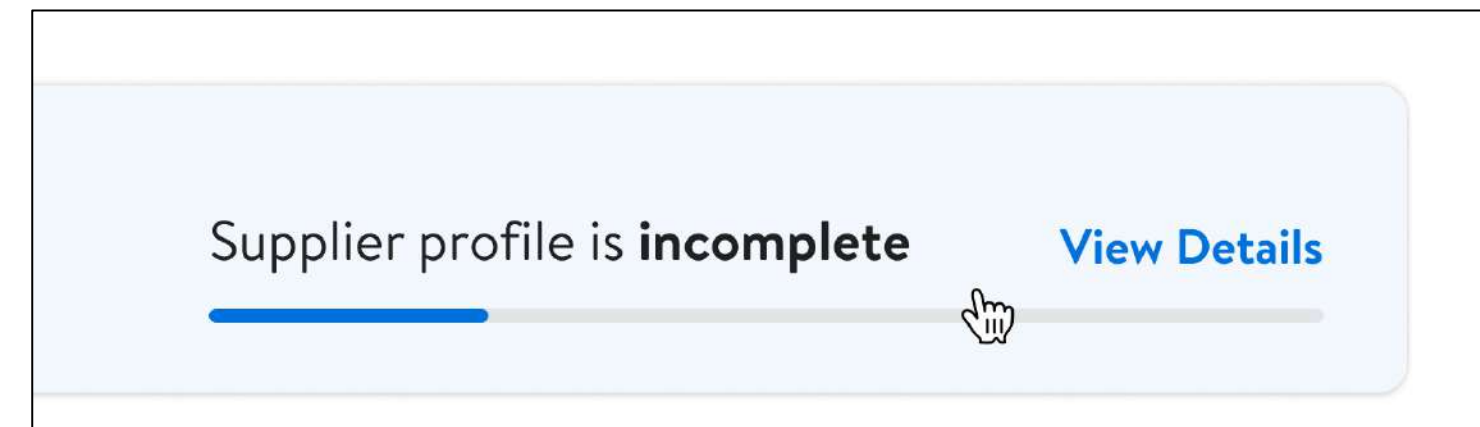
A progress tracker is an indicator that shows the progression of a given task, letting the user know what has been done and what's waiting to be completed.

# What are benefits of a Progress Tracker?

- Boost engagement
- Motivate the user to complete a given task or goal
- Conveys a sense of accomplishment

## Previous Solution

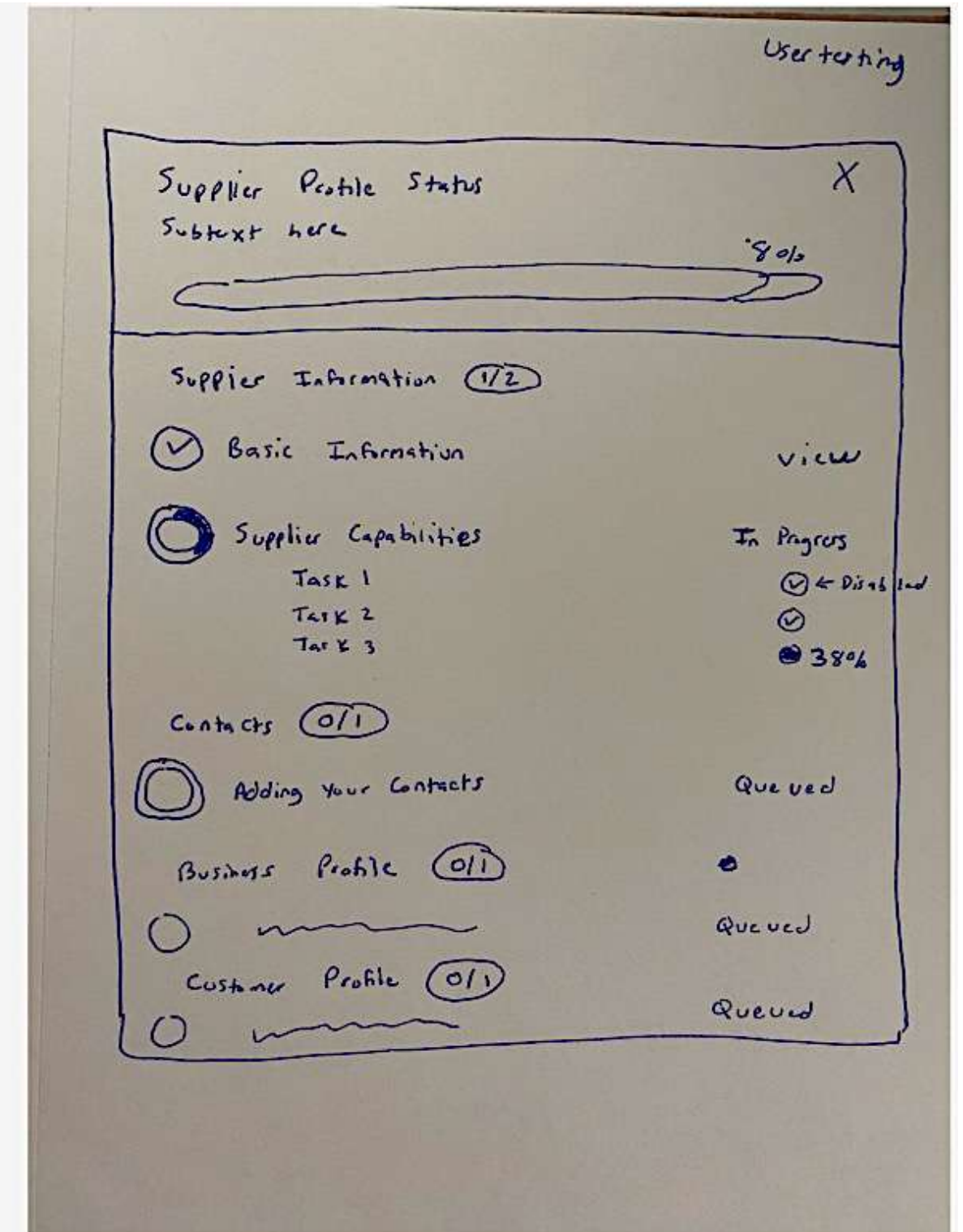
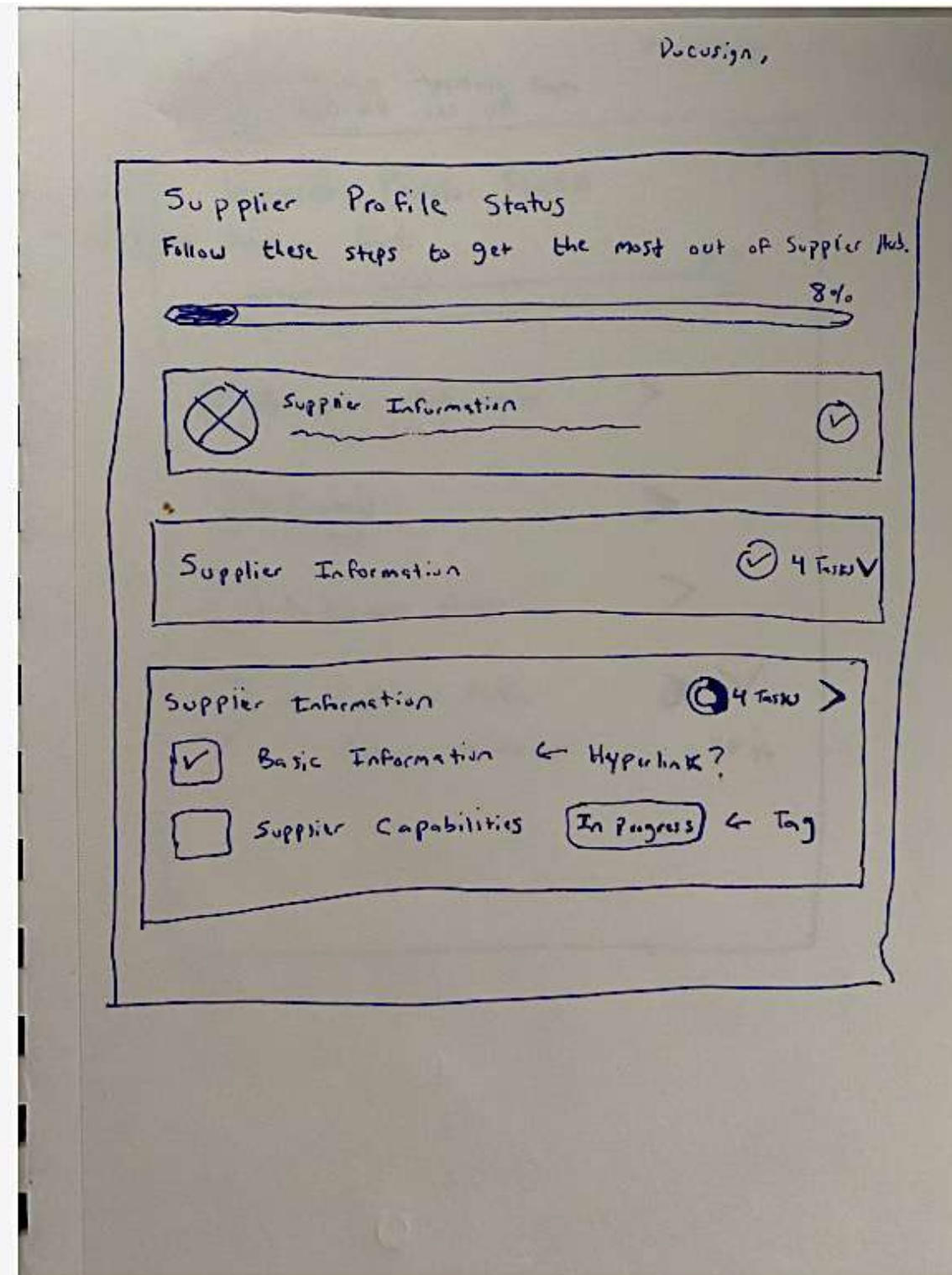
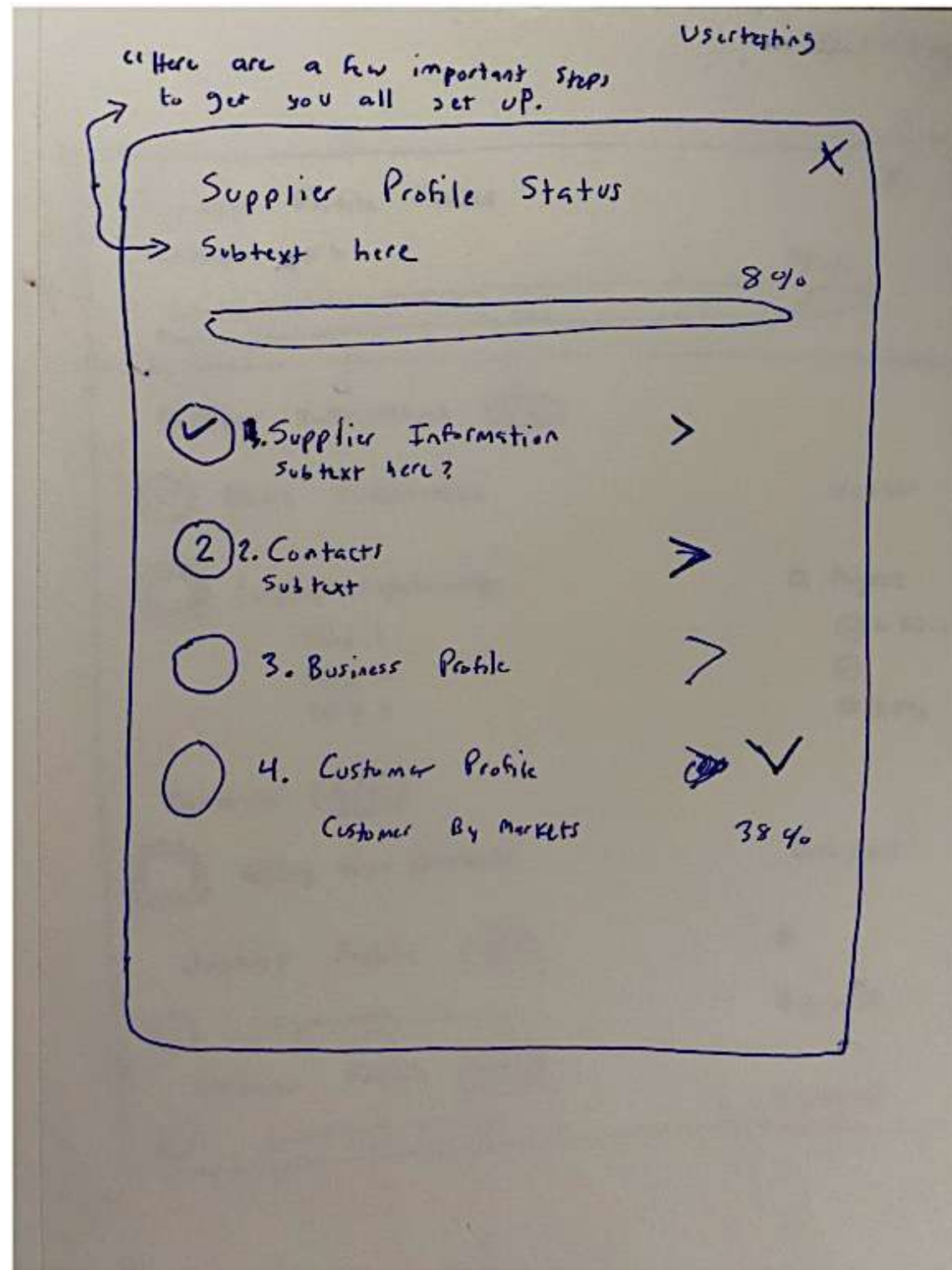
- The **previous status bar was simple and vague.**
- The **absence of clear tasks didn't create a great user experience** and instead created tension.
- **The lack of information caused anxiety-** leading suppliers to abandon their journey.



# Brainstorm & Ideation

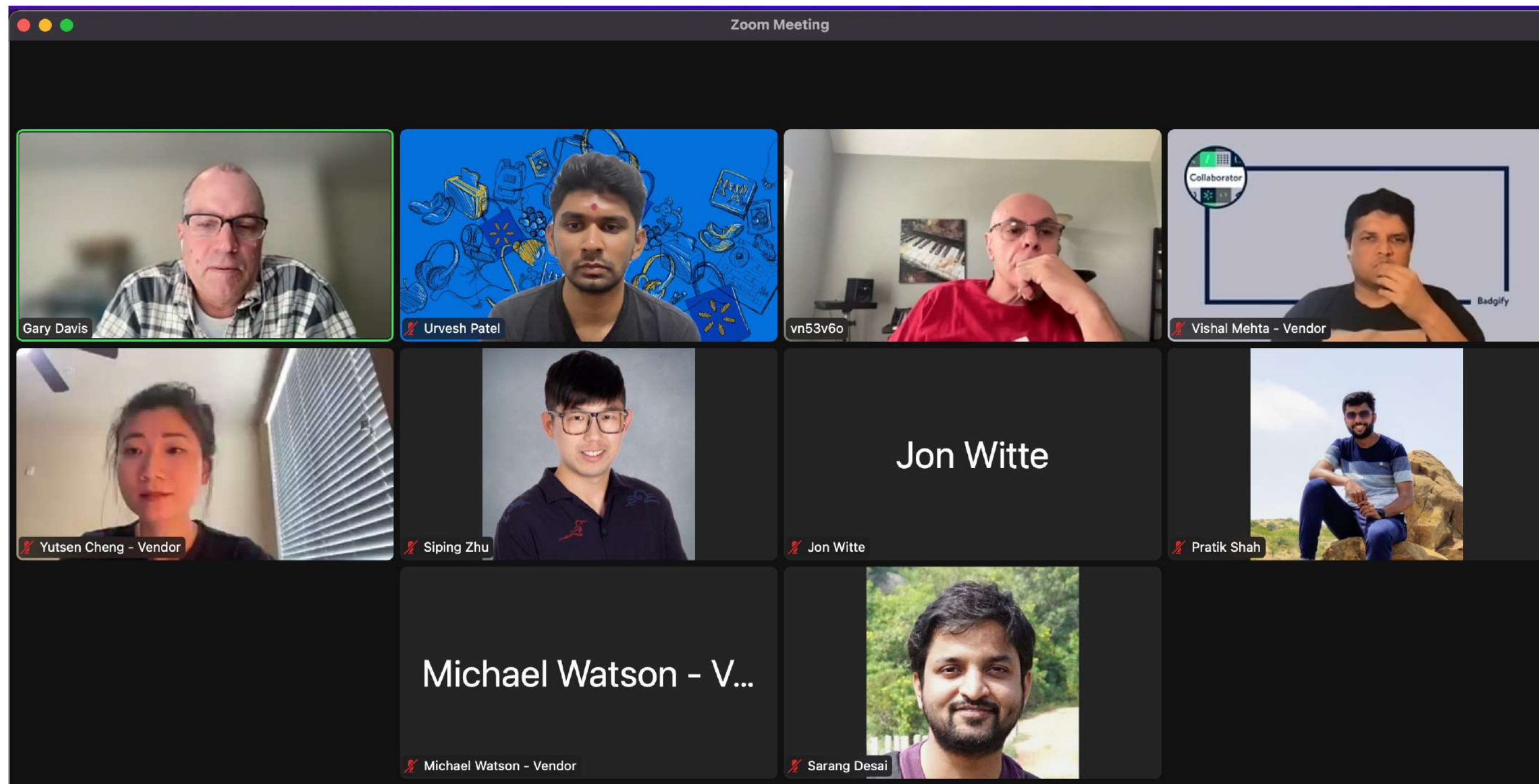
# Brainstorming Session: Sketches

I sketched out 3 potential Progress Trackers including some elements that will improve them.



# Gathering Feedback: Usability Testing Sessions

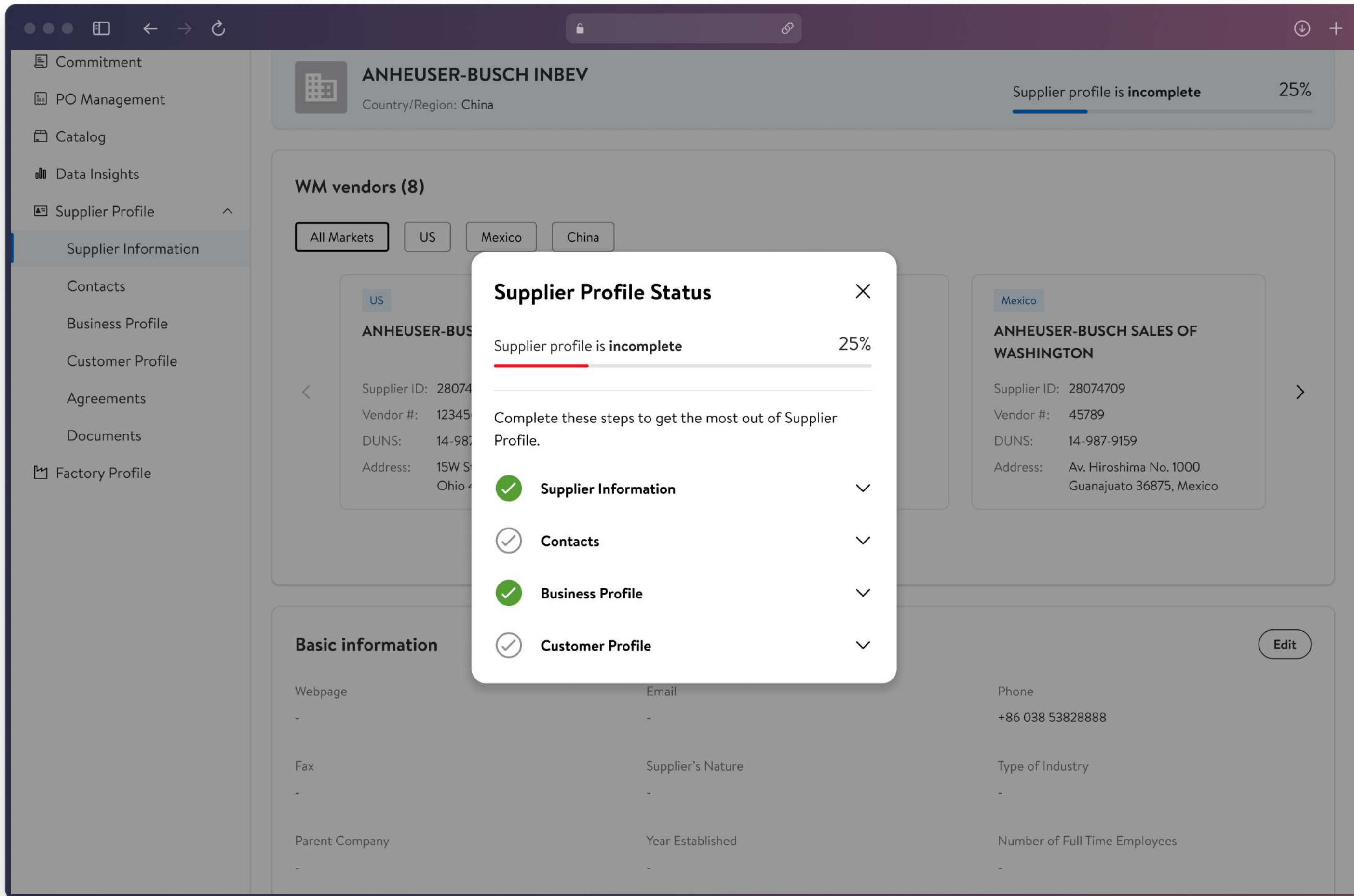
As the **Progress Tracker** interacts with many different journeys and teams, I needed to make sure it was designed with purpose. **I invited different stakeholders to participate in a workshop**—that I led and facilitated—to explore various design ideas.



# The Final Solution

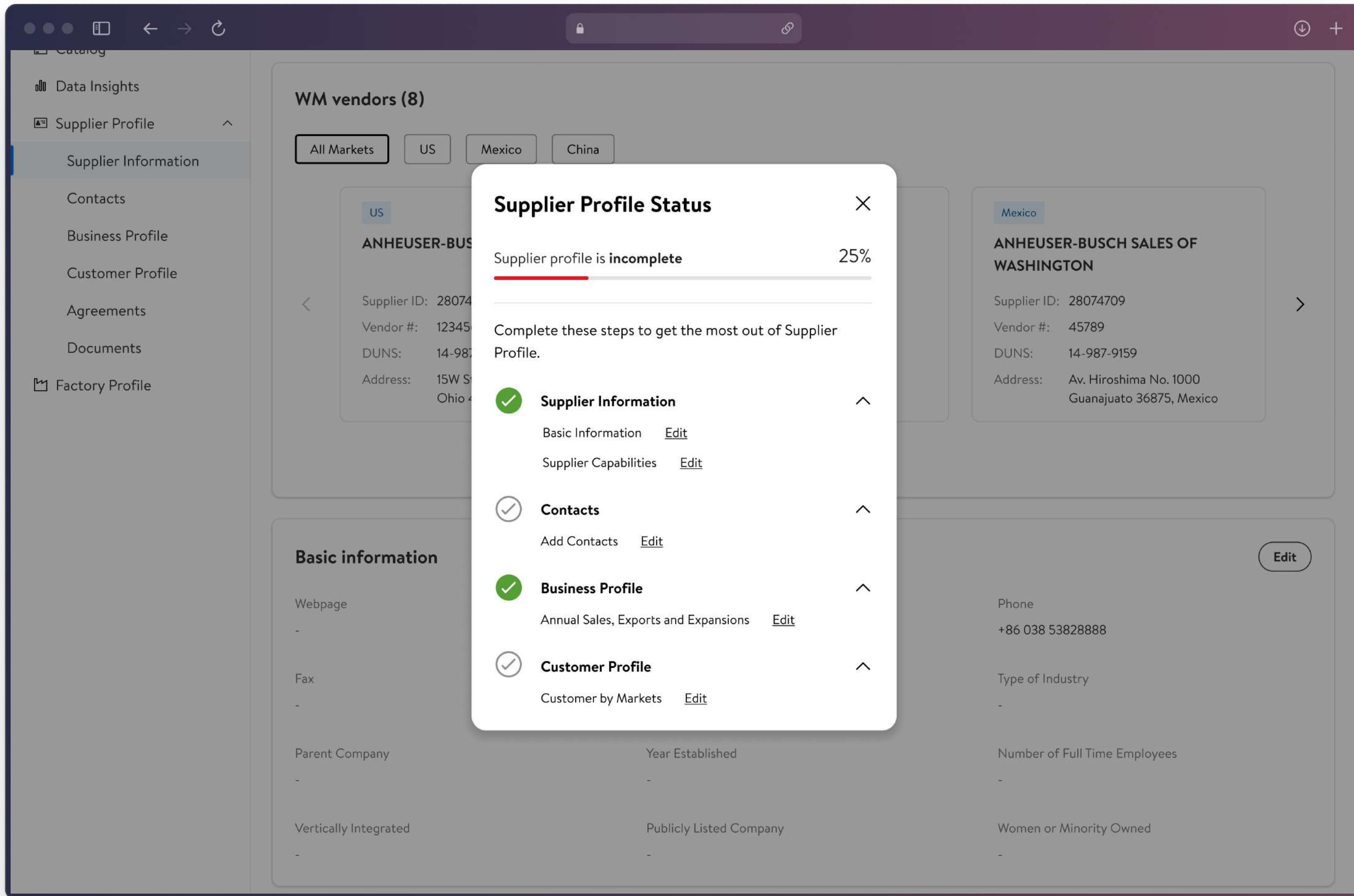


# Final Solution 1: Modal View



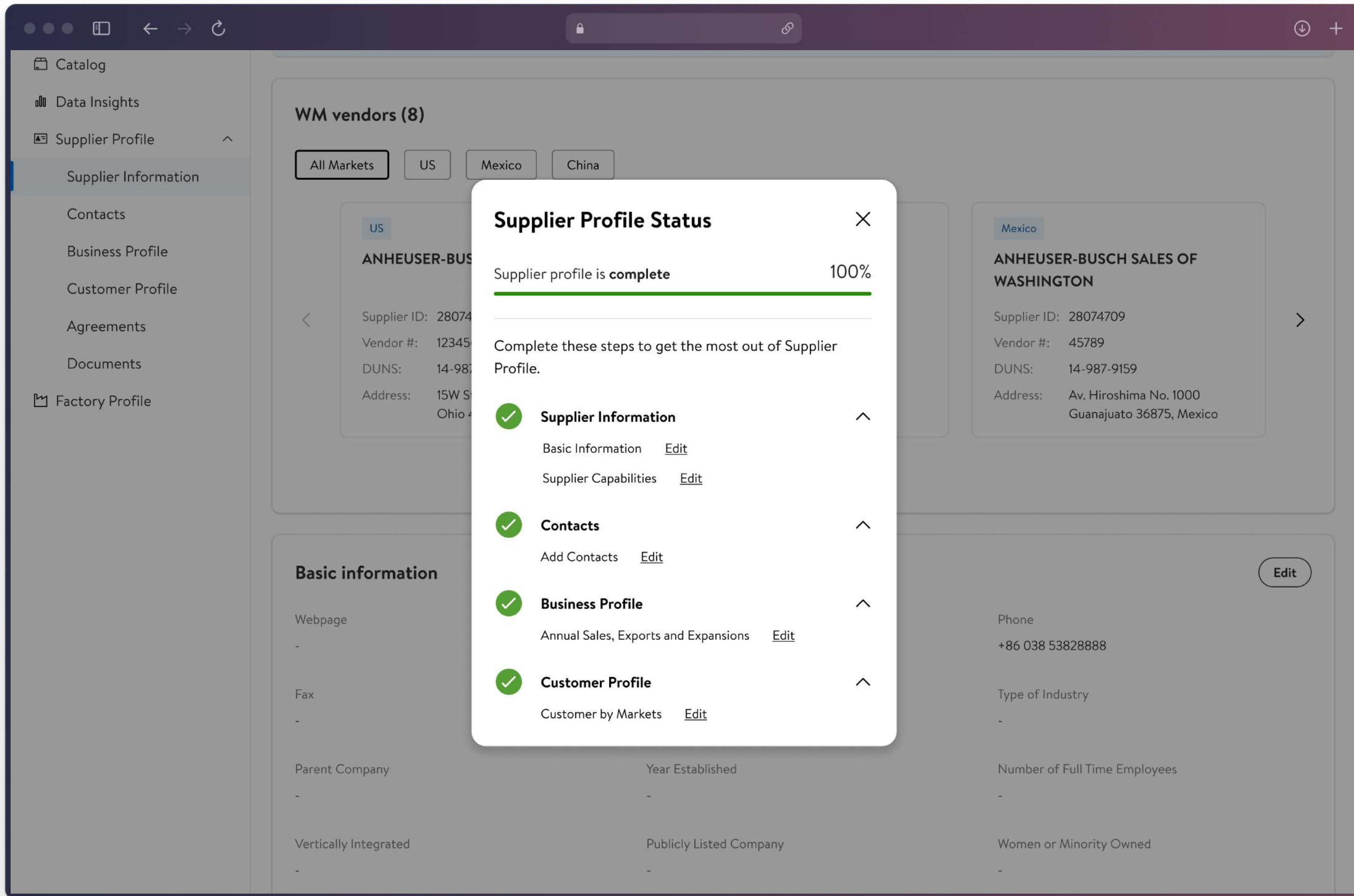
Users can now get a pop up which shows the status bar at the top but also the detailed sections underneath with dropdown arrows. (Also shows the completed section in the green check icons)

# Final Solution 2: Detailed Modal View



Users can toggle the dropdown arrows to see indicated the steps within each section and click the “Edit” button which will direct them to that specific section.

# Final Solution 3: Completed View



This would be the view when all sections are completed.

# What did the solution achieve?

- Increased number of supplier profiles completed
- Decrease in drop-offs during the supplier's journey
- Influenced a supplier wide shift and change to start implementing the progress tracker leading to an increase in engagement.

# Walmart: Project 3

- Dashboard
- Calendar
- Reports
- CAP Summary
- Factory Profile
- FCCA
  - Pending Assessments
  - Assessed Audits
  - FCCA Reports

### FCCA Assessments

Quickly access and update your FCCA report details.

Request ID  Search

Rating  Auditing firm 
Sort by: Audit Date (newest - oldest) ▾

<input type="checkbox"/>	<b>Dongguan Mei Tu Toys Company LTD</b> <span>Active</span> <span>Pending</span>	<input type="button" value="View assessment"/>
Factory ID: 28100510	Request ID: <a href="#">17343123</a>	Supplier ID: 20003120
Report submit date: 11/14/2022	Audit date: 11/08/22	Score: 80.90%
	Auditing firm: BV	Rating: Fail
<input type="checkbox"/>	<b>Dongguan Mei Tu Toys Company LTD</b> <span>Active</span> <span>Pending</span>	<input type="button" value="View assessment"/>
Factory ID: 28100510	Request ID: <a href="#">17343123</a>	Supplier ID: 20003120
Report submit date: 11/14/2022	Audit date: 11/08/22	Score: 80.90%
	Auditing firm: BV	Rating: Fail
<input type="checkbox"/>	<b>Dongguan Mei Tu Toys Company LTD</b> <span>Active</span> <span>Pending</span>	<input type="button" value="View assessment"/> <input type="button" value="Download assessment"/>
Factory ID: 28100510	Request ID: <a href="#">17343123</a>	Supplier ID: 20003120
Report submit date: 11/14/2022	Audit date: 11/08/22	Score: 80.90%
	Auditing firm: BV	Rating: Fail
<input type="checkbox"/>	<b>Dongguan Mei Tu Toys Company LTD</b> <span>Active</span> <span>Pending</span>	<input type="button" value="View assessment"/>
Factory ID: 28100510	Request ID: <a href="#">17343123</a>	Supplier ID: 20003120
Report submit date: 11/14/2022	Audit date: 11/08/22	Score: 80.90%
	Auditing firm: BV	Rating: Fail
<input type="checkbox"/>	<b>Dongguan Mei Tu Toys Company LTD</b> <span>Active</span> <span>Pending</span>	<input type="button" value="View assessment"/>
Factory ID: 28100510	Request ID: <a href="#">17343123</a>	Supplier ID: 20003120
Report submit date: 11/14/2022	Audit date: 11/08/22	Score: 80.90%
	Auditing firm: BV	Rating: Fail

# Walmart FCCA Digitization

Digitizing Walmart's Factory audit and capability platform

# Business Opportunity

Walmart is looking to enable visibility into their supply chain compliance risks by digitizing the data collected on the Walmart Factory Capacity and Capability Audit (FCCA) tool.

# Walmart FCCA

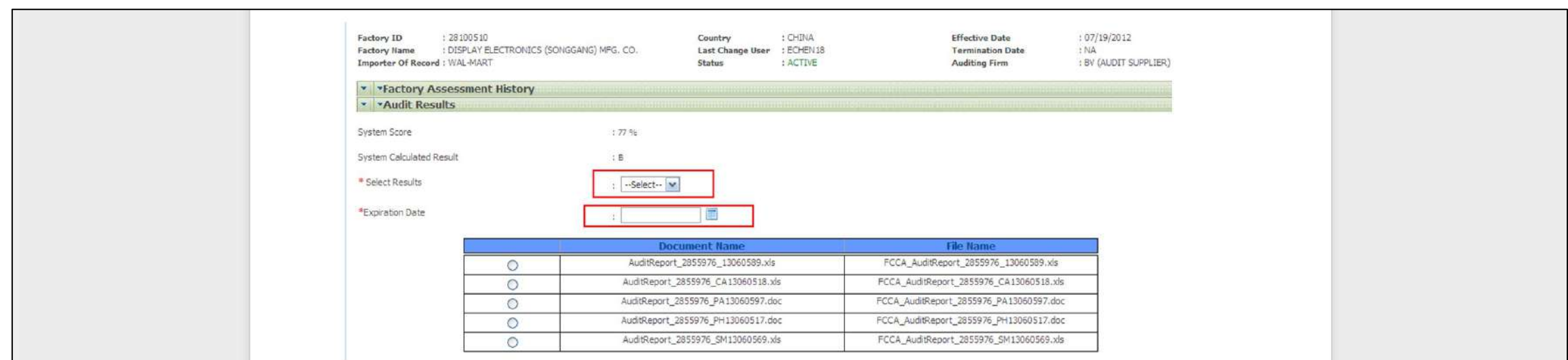
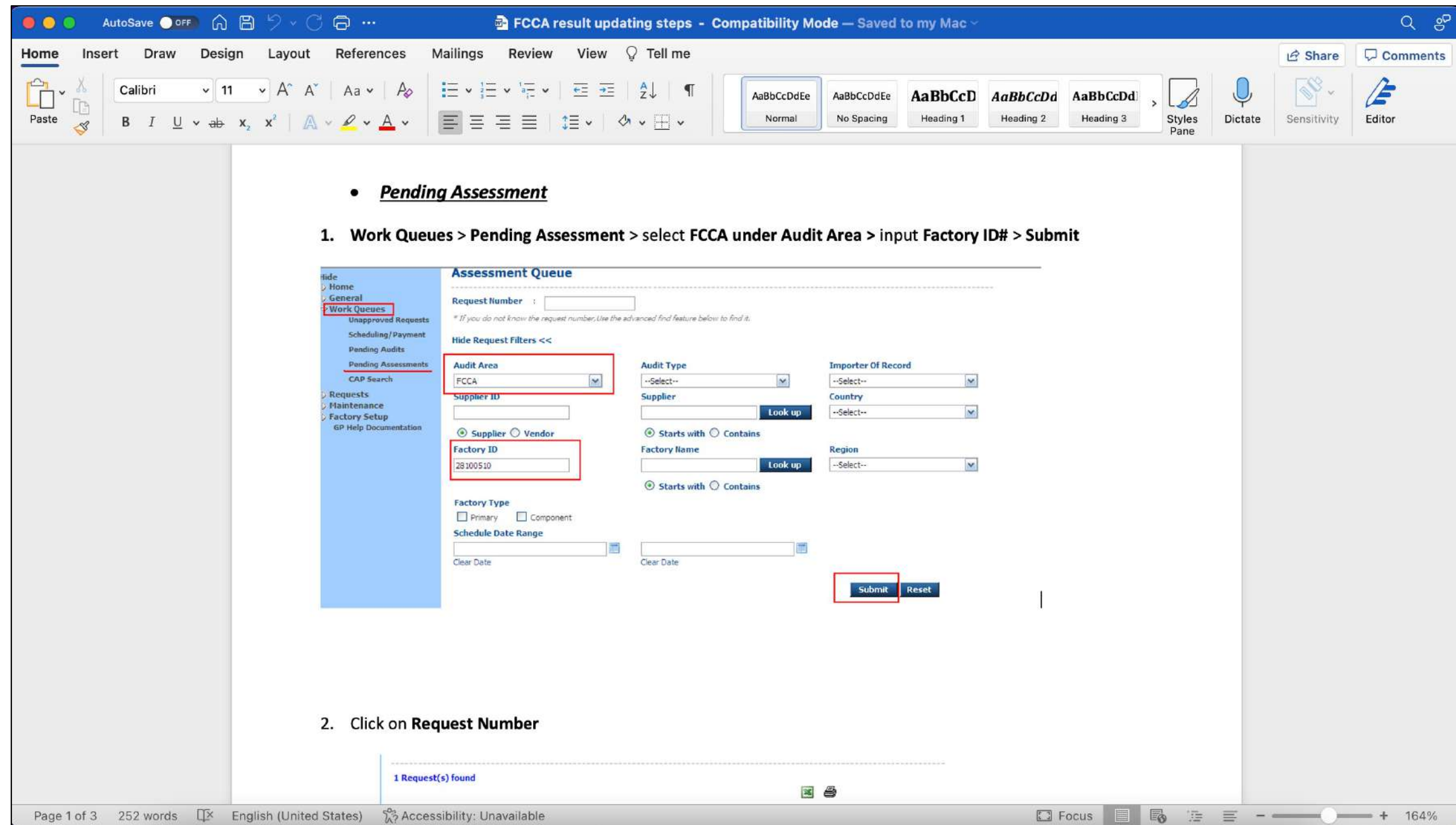
- **FCCA helps to make sure factories are capable of producing products** in a safe and compliant way in proposed quality and quantities on time.
- **Covers approx. 6,000-10,000 suppliers** annually for both Private & Non-Private Brands.

# (Business) Problem

- Intensive **manual process** for all parties involved
- **Long cycle time** to complete audit process, (average: 1 month)
- **Lack of consolidated data** preventing data analytics and insights on factory capacity and capabilities

# (Product) Problem: Previous Solution

- Previous solution was using an **outdated UI from the late 2000's**
- The previous solution didn't have any screens for us to reference, so we **had to view the screens from a Word document**
- Didn't prioritize main features / use cases (Red outline boxes)



# Solution

- With a digitization, we'll be able to **improve cycle time by 1-2 weeks.**
- **Help streamline Supplier's overall experience** for factory management.
- **Improve productivity** for all parties (25,000 hours annually, includes suppliers, auditors and Sourcing QA team)

## CONTEXT

# Project Overview

### My role

- Lead Product Designer
- User Research
- Prototyping
- Usability Testing

### Who I worked with

- 2 Product Managers
- 2 Developers
- Senior Designer
- End Users (Team of 5)

### Timeline

- 1 ½ months
- Nov – Dec 2022
- (Ongoing Project)

# Project Goals

- Build strong sourcing factory management capabilities
- Remove frictions for our suppliers and unlock potential for supplier/factory assessment in terms of supplier development

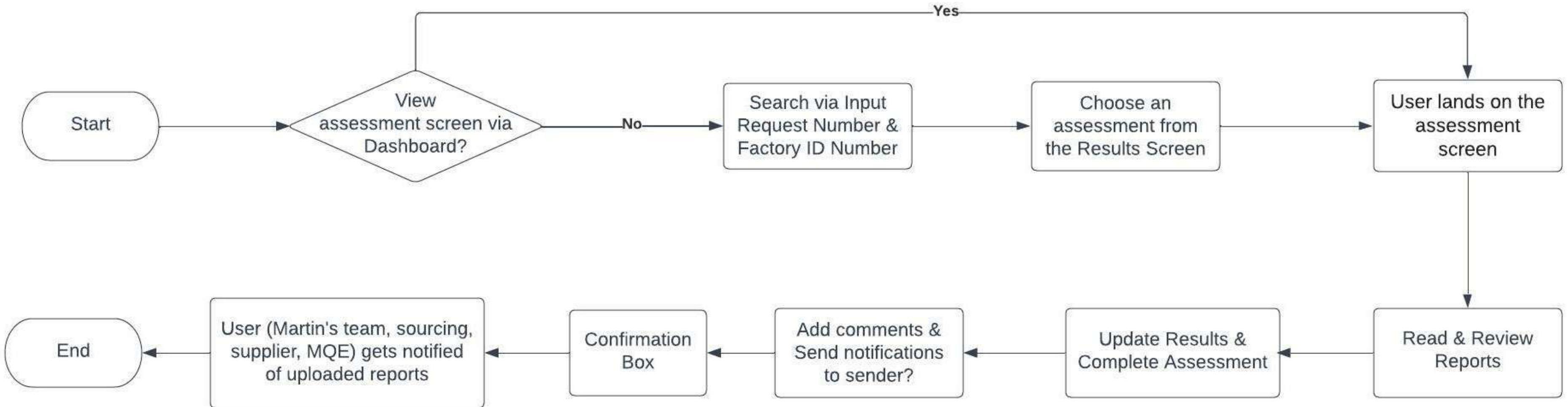
# KPI's

- Number of reports generated through Walmart FAST
- Time spent on report
- User satisfaction

# MVP Requirements

- Creating the FCCA Dashboard
- Redesigning the Factory assessment experience
- Creating the Pending assessment experience
- Redesigning Walmart FAST (Ongoing)

# Flow Chart for MVP



# Final Solution 1: Landing Page

**FAST**

**FCCA Assessments**  
Quickly access and update your FCCA report details.

Request ID  Search

Rating  Auditing firm  Sort by: Audit Date (newest - oldest) ▾

<input type="checkbox"/>	<b>Dongguan Mei Tu Toys Company LTD</b> <span>Active</span> <span>Pending</span>	...	<input type="button" value="View assessment"/>
Factory ID: 28100510	Request ID: <a href="#">17343123</a>	Supplier ID: 20003120	Auditing firm BV
Report submit date: 11/14/2022	Audit date: 11/08/22	Score: 80.90%	Rating: Fail
<input type="checkbox"/>	<b>Dongguan Mei Tu Toys Company LTD</b> <span>Active</span> <span>Pending</span>	...	<input type="button" value="View assessment"/>
Factory ID: 28100510	Request ID: <a href="#">17343123</a>	Supplier ID: 20003120	Auditing firm BV
Report submit date: 11/14/2022	Audit date: 11/08/22	Score: 80.90%	Rating: Fail
<input type="checkbox"/>	<b>Dongguan Mei Tu Toys Company LTD</b> <span>Active</span> <span>Pending</span>	...	<input type="button" value="View assessment"/>
Factory ID: 28100510	Request ID: <a href="#">17343123</a>	Supplier ID: 20003120	Auditing firm BV
Report submit date: 11/14/2022	Audit date: 11/08/22	Score: 80.90%	Rating: Fail
<input type="checkbox"/>	<b>Dongguan Mei Tu Toys Company LTD</b> <span>Active</span> <span>Pending</span>	...	<input type="button" value="View assessment"/>
Factory ID: 28100510	Request ID: <a href="#">17343123</a>	Supplier ID: 20003120	Auditing firm BV
Report submit date: 11/14/2022	Audit date: 11/08/22	Score: 80.90%	Rating: Fail

Users can view the different factories that have pending assessments (reports) left to complete and click the “View Assessment” button to go into detailed view

# Final Solution 2: Pending Assessment (Top Half)

The screenshot shows the Walmart FAST web application interface. The browser address bar displays 'Walmart FAST'. The application header includes a 'FAST' logo and navigation icons. A sidebar on the left contains a menu with items: Dashboard, Calendar, Reports, CAP Summary, Factory Profile, FCCA (expanded), Pending Assessments (selected), Assessed Audits, and FCCA Reports. The main content area is titled 'FCCA / Assessments' and features a header for 'Dongguan Mei Tu Toys Company LTD' with 'Active' and 'Pending' status tags and a 'Save' button. Below this is a 'Basic information' section with a table of details:

Factory id	Request id	Supplier id
28100510	17343123	20003120
Report submit date	Country	Factory name
11/14/2022	CHINA	DISPLAY ELECTRONICS (SONGGANG) MFG. CO.
Last change user	Termination date	Importer of record
ECHEN18	N/A	WAL-MART
Auditing firm		
BV (AUDIT SUPPLIER)		

Below the basic information is a 'Factory assessment history' section with the text 'No data.' and an 'Audit results' section with a table header:

File name	Document name	View report
-----------	---------------	-------------

Users can get a detailed view of their pending assessment and scroll down to fill out their report

# Final Solution 2: Pending Assessment (Bottom Half)

The screenshot shows a web browser window with the address bar displaying "Walmart FAST". The form content includes:

- A red asterisk icon followed by the text "Required fields".
- A section titled "System score" with the value "77%".
- A section titled "System calculated result" with the value "B".
- A section titled "Result \*" with four radio button options: "A", "B", "C", and "Not Applicable". The "B" option is selected.
- A section titled "Expiration date \*" with a text input field containing "11/30/2022" and a calendar icon. Below the field is a red error message: "Expiration date should be greater than the current date".
- A section titled "Comments" with a text area containing the placeholder text: "Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua." and a character count "50/255".

Users can get a detailed view of their pending assessment and scroll down to fill out their report

# Final Solution 3: Completed Audits Page

The screenshot shows the Walmart FAST interface. The browser address bar displays "Walmart FAST". The left sidebar contains navigation items: Dashboard, Calendar, Reports, CAP Summary, Factory Profile, and FCCA. Under FCCA, there are sub-items: Pending Assessments, Assessed Audits (highlighted), and FCCA Reports. The main content area is titled "FCCA Assessments" and includes a success message: "The request has been assessed successfully! Please review all following information and update if anything has changed." Below the message is a search bar with a "Request ID" dropdown and a "Search" button. There are also filters for "Result" and "Auditing firm", and a "Sort by: Audit Date (newest - oldest)" dropdown. The table below lists four assessed audits for "Dongguan Mei Tu Toys Company LTD". Each row includes a checkbox, the company name, an "Active" status, an "Assessed" status, and a "View assessment" button. The table data is as follows:

Request ID	Factory id	Supplier id	Auditing firm	Report submit date	Assessment date	Score	Result
17343123	28100510	20003120	ITS	11/14/2022	12/06/22	80.90%	B
17343123	28100510	20003120	ITS	11/14/2022	12/06/22	80.90%	B
17343123	28100510	20003120	ITS	11/14/2022	12/06/22	80.90%	B
17343123	28100510	20003120	ITS	11/14/2022	12/06/22	80.90%	B

After users submit their assessment report, they will be prompted with a success message and be directed to the “Assessed audits” (completed reports page)

# Final Solution 4: Downloading Reports

Walmart FAST

Request ID Search Search

Pending Rating Auditing firm Sort by: Audit Date (newest - oldest)

<input checked="" type="checkbox"/>	<b>Dongguan Mei Tu Toys Company LTD</b> Active Pending	...	View assessment
Factory ID: 28100510	Request ID: <a href="#">17343123</a>	Supplier ID: 20003120	Auditing firm BV
Report submit date: 11/14/2022	Audit date: 11/08/22	Score: 80.90%	Rating: Fail
<input checked="" type="checkbox"/>	<b>Dongguan Mei Tu Toys Company LTD</b> Active Pending	...	View assessment
Factory ID: 28100510	Request ID: <a href="#">17343123</a>	Supplier ID: 20003120	Auditing firm BV
Report submit date: 11/14/2022	Audit date: 11/08/22	Score: 80.90%	Rating: Fail
<input checked="" type="checkbox"/>	<b>Dongguan Mei Tu Toys Company LTD</b> Active Pending	...	View assessment
Factory ID: 28100510	Request ID: <a href="#">17343123</a>	Supplier ID: 20003120	Auditing firm BV
Report submit date: 11/14/2022	Audit date: 11/08/22	Score: 80.90%	Rating: Fail
<input type="checkbox"/>	<b>Dongguan Mei Tu Toys Company LTD</b> Active Pending	...	View assessment
Factory ID: 28100510	Request ID: <a href="#">17343123</a>	Supplier ID: 20003120	Auditing firm BV
Report submit date: 11/14/2022	Audit date: 11/08/22	Score: 80.90%	Rating: Fail
<input type="checkbox"/>	<input checked="" type="checkbox"/> <b>3 assessments selected</b> Clear selected	Cancel	Download assessments
Factory ID: 28100510	Request ID: <a href="#">17343123</a>	Supplier ID: 20003120	Auditing firm BV
Report submit date: 11/14/2022	Audit date: 11/08/22	Score: 80.90%	Rating: Fail
<input type="checkbox"/>	<b>Dongguan Mei Tu Toys Company LTD</b> Active Pending	...	View assessment

Users can also select multiple assessments (pending or finished) and download the data to share via email to other product stakeholders.

# MVP Release Announcement Email

We were able to release the product a few weeks ahead of schedule!

Re: FCCA Digitization MVP Release Announcement

VM Vishal Mehta - Vendor <Vishal.Meht...> Friday, January 20, 2023 at 9:07 AM  
To: Pratik Shah; ITUX-GS; Siping Zhu; Urvesh Patel

Walmart Global Tech

Supplier Engagement Optimization : FCCA Digitization MVP Release

**THIS IS BIG!**

**Great News:** We have launched FCCA(Factory Capacity & Capability Audit) digitization MVP on FAST Mobile App! In just 2 quarters, we were able to standardize and digitize FCCA audit for Apparel and HL-Non Electronics!

**Background**

As one of the Factory Certification program, FCCA helps to make sure factories are capable of producing products in a safe and compliant way in proposed quality and quantities on time. It covers more than 6,000 factories annually for all DI suppliers and domestic supplier for a few markets. Existing audit process is extremely manual, with long cycle time (avg 4 weeks) and lack of granular consolidated data which preventing data analytics capacities on our factories.

With the digitization, we will be able to improve productivity for all parties (25,000 Hrs annually, includes suppliers, auditors and Sourcing QA team); and to improve cycle time by 1-2 weeks. The upcoming two way sync with FusionX will be also help streamline Supplier's overall experience for factory management.

Our goal is to build strong Sourcing factory management capabilities leveraging our Mobile App + Web structure in FAST portfolio.

**Highlights:**  
Successfully released below capabilities

- Integration with UMS to enable login for 3<sup>rd</sup> party auditors
- Standardize and digitize checklist for Apparel and HL-non-Electronics

Re: FCCA Digitization MVP Release Announcement

VM Vishal Mehta - Vendor <Vishal.Meht...> Friday, January 20, 2023 at 9:07 AM  
To: Pratik Shah; ITUX-GS; Siping Zhu; Urvesh Patel

**Highlights:**  
Successfully released below capabilities

- Integration with UMS to enable login for 3<sup>rd</sup> party auditors
- Standardize and digitize checklist for Apparel and HL-non-Electronics
- 3<sup>rd</sup> party auditors can conduct audit via FAST app
- FAST app auto-generate audit report(incl. auto score calculation, initial result, CAP, etc.)
- Email notifications to stakeholders upon report submission, finalization

**Team Appreciation:**  
Our success is due to the collaboration and partnership from the following teams:

**Business Partners:** Romulo Martin, Zoey Huang, Anita Tang, Iyantha Tennakoon

**FAST Engineering:** Frank Zhong, Jeffery Cen, Leoric Kong, Darren Dai, Sean Liu, Qixiang Zhu, Xiao Liu, Tommy Zang

**Product:** Jenny Lei, Chandan Tripathy, Himanshu Patra, Sanket Mali, Srinivas Chetan, Lori Bessler

**User Experience:** Vishal Mehta, Urvesh Patel, Siping Zhu

**Program Manager:** Nico Chen, Vic Tanverakul

**Senior Leadership Team:** Sriram Krishnaswamy, Daniel Berg

Also Appreciate the support from our dependency teams:

**UMS:** Santosh Grampurohit

**Sneak peek on what's up Next with FAST**

- Start production pilot post CNY to get live feedback!
- Extend current FCCA capability to 6 more categories
- FCCA Digitization enhancements on FAST web portal

**THANK YOU**