



Our company is providing customer experience evaluation services for large brands.

These services are used by head offices of brands to monitor the quality of their own services. For example, a large food chain head office can monitor the quality of food and the service throughout the franchise.

These services are provided by setting up a list of inspections that should be performed in limited period of time. Inspectors perform inspections using iPad with proprietary software installed.

We have to perform around 6000 unit inspections (hotels, jet planes, pharmacies etc) annually. In order to plan all these evaluations a person called Trip Planner creates a schedule for 50+ hired inspectors that are available to the client. Most inspectors are known by trip planners in person and trusted.

Trip Planner makes decisions according to each inspector expertise, past experience and brand history the inspector has been working with. Each inspection takes one or two days. However, it has strict timeframe it should be performed within. One of the main requirements for our inspectors is confidentiality. Each inspector can do multiple inspections during a trip but he can visit a specific unit only once a year.

Currently the trip planning procedure does not meet the expectations. Trip Planners are overloaded and ineffective because they mostly use Microsoft Excel and Outlook to plan and keep track of inspections.

Considering the number of different situations in the field, trip planning can not be fully automated. Some of the operations are exceptional and require personal knowledge of inspectors to be solved.

We hope you will be able to help us to create a new system that will enable trip planners work effectively and be in control of every detail of scheduling.

Interview expectations:

- Develop your own vision of an application based on the information above
- Put down ideas in a document you would use to discuss with the client in person
- Be ready to explain your understanding of the application to designers and assign actionable tasks

We are trying to evaluate your ability to:

- Research and build assumptions based on incomplete requirements
- Structure and document the information learned
- Ask the right questions
- Plan and kick off project
- Provide guidance to design team and achieve results