

Local Client



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Aims and Objectives

Aim - to investigate whether a timetabling application could assist with shift planning in a fast-food environment

Objectives:

Research into fast-food shifts and determine how they could be improved

Investigate technology platforms to determine an effective solution

Design, develop, and test the application

Measure success through employee satisfaction

Reflect on and critique findings

Results

Questionnaires distributed pre and post schedule

Pre-Schedule:
24 responses
Mostly negative
Multiple employees no-showing shifts

Post-Schedule:
20 responses
Mostly positive
"Better atmosphere" in work
"Less stressful" environment

An investigation into whether a timetabling application could assist with shift planning in a fast-food environment

Literature Review

Timetabling is a "time consuming" and "complex" task

Papers date back as far as 1970's

Huge change over last 50 years - access to E-mails and scheduling software

Scheduling still performed manually by large amount of businesses

Multiple legal and ethical issues to solve

Argument can be made for the creation of an automated timetabling application

Testing

Unit Testing - Test Plan

System Testing - Test Plan

Design Heuristic	Present?	Comments
Visibility of system status	Partially	Some forms contain labels to tell the user where they are e.g. home screen
Match between system and the real world	Yes	Buttons are clearly labelled and perform the function on them
User control and freedom	Little evidence	Back buttons exist, but features such as "undo" and "redo" (23) aren't there
Consistency and standards	Yes	Consistency throughout buttons are always in the same place.
Error prevention	Partially	Only one section can produce an error, saving documents and schedules, auto opens the file to save them but users can stray from this
Recognition rather than recall	Yes	Navigation and information is clear and concise. Users can easily see what to do
Flexibility and efficiency of use	Partially	No customisation options. However, the entire process can be completed in very few clicks.
Aesthetic and minimalist design	Yes	Only essentials and logo displayed. Consistent company colours used for minimalist design.
Help users recognize, diagnose, and recover from errors	Yes	Error message occurs when users enter incorrect details into the login screen.
Help and documentation	No	Help documentation is not available

Design Testing - Comparison of Jakob Nielsen's Design Hueristics

Acceptance Testing - User Questionnaires

Methodologies

Philosophy - Phenomenology

Approach - Inductive

Strategy - Action Research

Time Horizon - Cross Sectional

Data collection - Mixed Method

Testing - Unit, System, Design

Development - C#, MongoDB

Conclusions

Data fully backed up the literature review

All aims and objectives met

"Sizeable" effect on both staff and management

Significant change in staff attitudes towards work

Lower wait times and complaints

Many oppurtunities for further research and evaluation

