Supporting Cold Chain Technicians

A Human-Centered Design Approach

Cold chain technicians do not have comprehensive skills and support to perform their jobs.
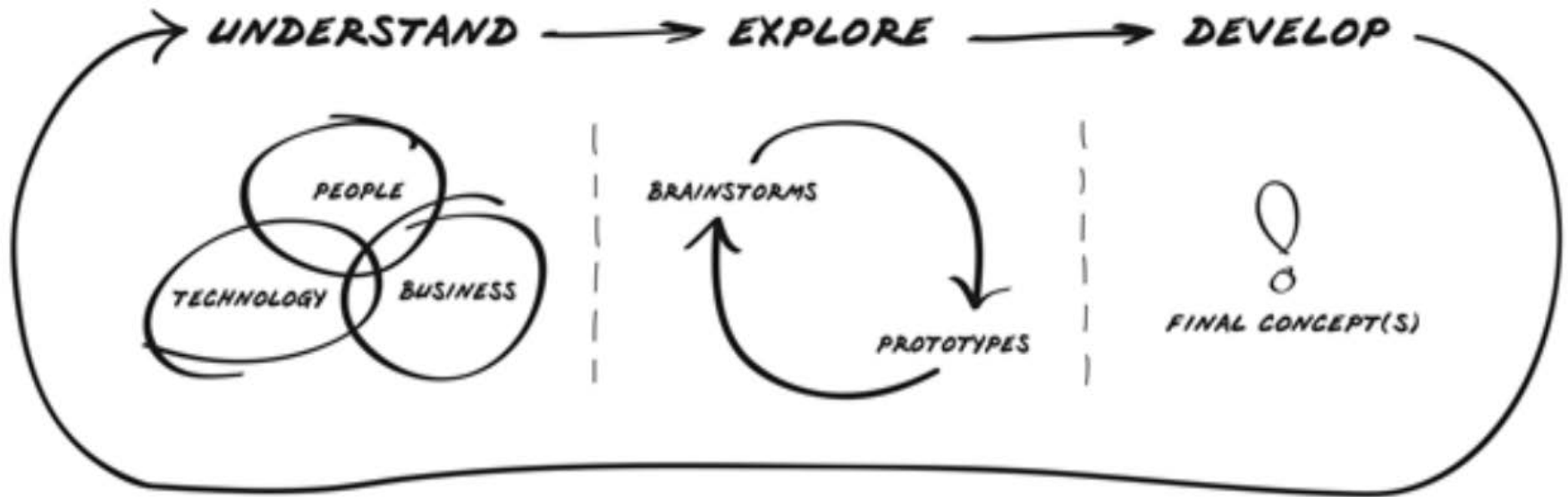
No on-the-job support or training

CCE minimum technical knowledge

Diversity in CCE used

VILLAGEREACH.

VillageReach with support from Bull City Learning set out to create a new job aid to help fill this gap.

Anticipated Outcomes:

1. Cold chain technicians receive a new application and practice using the application for routine maintenance and equipment repairs.

2. Cold chain technicians continue to build skills overtime and practice solving problems through a game-based approach.

3. Cold Chain technicians use an interactive guide to improve their performance for routine preventative maintenance and repairs.

4. Ownership and relevance of the application meets the needs of cold chain technicians and MCH/partners.

VILLAGEREACH.

A human-centered design approach was used to understand the needs of the cold chain technicians.

UNDERSTAND → EXPLORE → DEVELOP

PEOPLE

TECHNOLOGY   BUSINESS

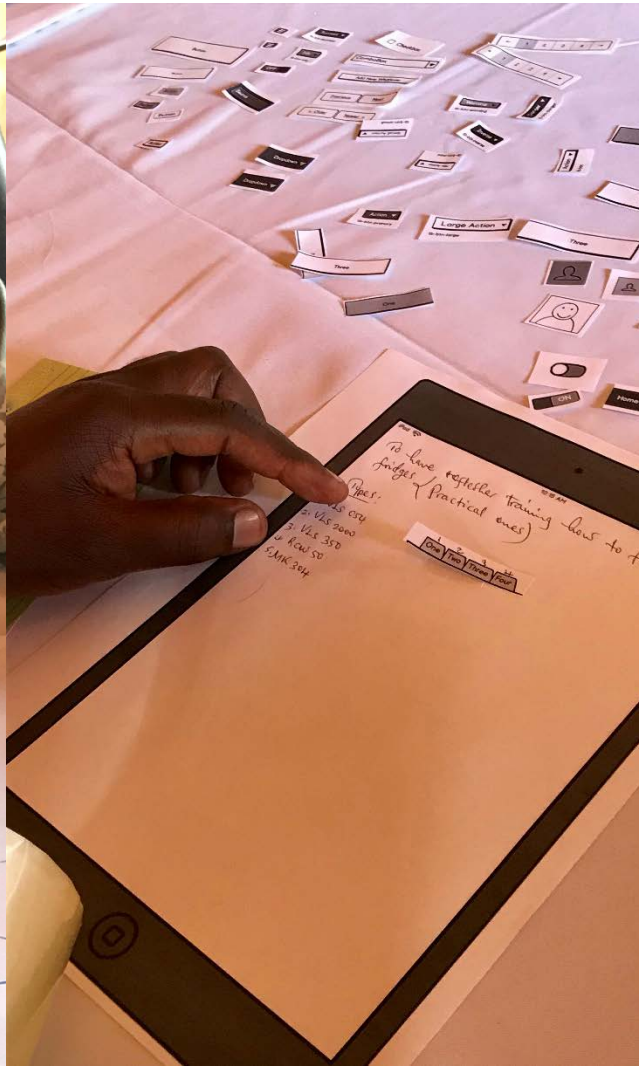BRAINSTORMS

PROTOTYPES

FINAL CONCEPT(S)

Human-centered design is an iterative process that puts the end-user in the driver's seat.

VILLAGEREACH.

The design process began with a landscape analysis and other research to determine design priorities.

- Highly pictorial to simulate "hands on" learning

- Based in the local language, Chichewa

- Contains decision-tree algorithms to provide guided instruction on routine maintenance, diagnostics, and repairs

- A game-like component for technicians to "practice" diagnosing problems with pre-loaded scenarios

- Adapt existing content from current maintenance manuals and SOPs

VILLAGE REACH®

A product design workshop was then held with cold chain technicians to further define the application requirements.

The results from this workshop made us rethink our approach to the application.

- Highly pictorial to simulate "hands on" learning

- Contains decision-tree algorithms to provide guided instruction on routine maintenance, diagnostics, and repairs

- A game-like component for technicians to "practice" diagnosing problems with pre-loaded scenarios

Use short videos to provide step-by-step instructions for common repairs

VILLAGEREACH®

The program focus shifted to developing video content - creating storyboards, transcripts, and beginning the actual filming.

We are now finalizing the development of the application, which will launch [insert date]

Add screenshot/photo of the application here.

VILLAGEREACH.

Add demo/video clip here

VILLAGEREACH.

Once the application is finalized, an assessment will look at the app's effectiveness

October	• Landscape Analysis
December	• Design Research
January	• Product Design Workshop
February	• Requirements Gathering
March	• App Development
August	• Launch
November	• Evaluation