

# Persona: Jenn Carmody

Goal: Order the next week's worth of inventory for a cat shelter

ACTION	Assess current inventory	Compare to expected inventory	Document inventory needs	Place orders through various means	Communicate order placement to other managers
TASK LIST	A. Locate all inventory in building B. Group inventory by type C. Document current findings	A. Check reorder thresholds B. Consider change in number of animals C. Consider special needs of animals	A. Write down items and quantities for reordering B. Re-evaluate against reorder thresholds C. Consider special circumstances, such as events or intake of new animals throughout the week	A. Find items through various sources, such as donations or online vendors B. Document costs of each order C. Check off items as they are ordered	A. Aggregate order costs into a bottom-line B. Write email notification to other managers
EMOTIONS	<ul style="list-style-type: none"><li>Frustrated: not everything is in its place</li><li>Anxious: "did I find everything?"</li></ul>	<ul style="list-style-type: none"><li>Concerned: "will these thresholds work for this week?"</li><li>Concerned: "Do I have all the information about what is happening this week?"</li></ul>	<ul style="list-style-type: none"><li>Frustrated: writing down all items needed by hand is tedious</li><li>Concerned: "Do I have all the information about what is happening this week?"</li></ul>	<ul style="list-style-type: none"><li>Frustrated: need to find all items across multiple sources; sometimes inventory is low from known providers</li><li>Anxious about rising prices</li><li>Annoyed by manual checklist management</li></ul>	<ul style="list-style-type: none"><li>Confident about doing the job thoroughly</li><li>Worried that she won't know whether she's done a good job until she sees for herself next week</li></ul>
IMPROVEMENT OPPORTUNITIES	<ul style="list-style-type: none"><li>Real-time inventory management (quantities, barcode system?)</li></ul>	<ul style="list-style-type: none"><li>Notes solution in the app: "we are going to intake a litter of 8 new kittens this week"</li></ul>	<ul style="list-style-type: none"><li>In-app checklist</li><li>Option to manage item types</li></ul>	<ul style="list-style-type: none"><li>Let the app find the item for you at the lowest price; single-pane interface for tracking and ordering</li><li>Implement a "shopping cart" for checklist management</li></ul>	<ul style="list-style-type: none"><li>Automatically send out a verification email to subscribed users</li><li>Real-time inventory management (so Jenn will know whether something is running low ahead of time)</li></ul>