

Project: Strategic Move Management

About

A Multinational Pharmaceutical company. ML carries out business across three domains of: Global Generics, Pharmaceutical Services and Active Ingredients (PSAI), and Proprietery Products. ML creates the final product and also the API's (Active Pharmaceutical Ingredients).

The two verticals of a pharma company



MedicoLabs falls under the generic creators of pharma products where drugs are created to be the same as an already marketed drug. Generics include three categories of products namely

- Rx Prescribed drugs
- SRx Specially prescribed drugs
- OTC Over the Counter drugs

The project focuses on the RX category.

Users

Product Managers

Primary

Reviewers

Approver

Execution Owner

Secondary

Problem Statement



"How can we design a single digital platform for the Product Managers based out in North America to improve information transparency, reduce loss of time and communication gap while initiating, managing and executing strategic moves."

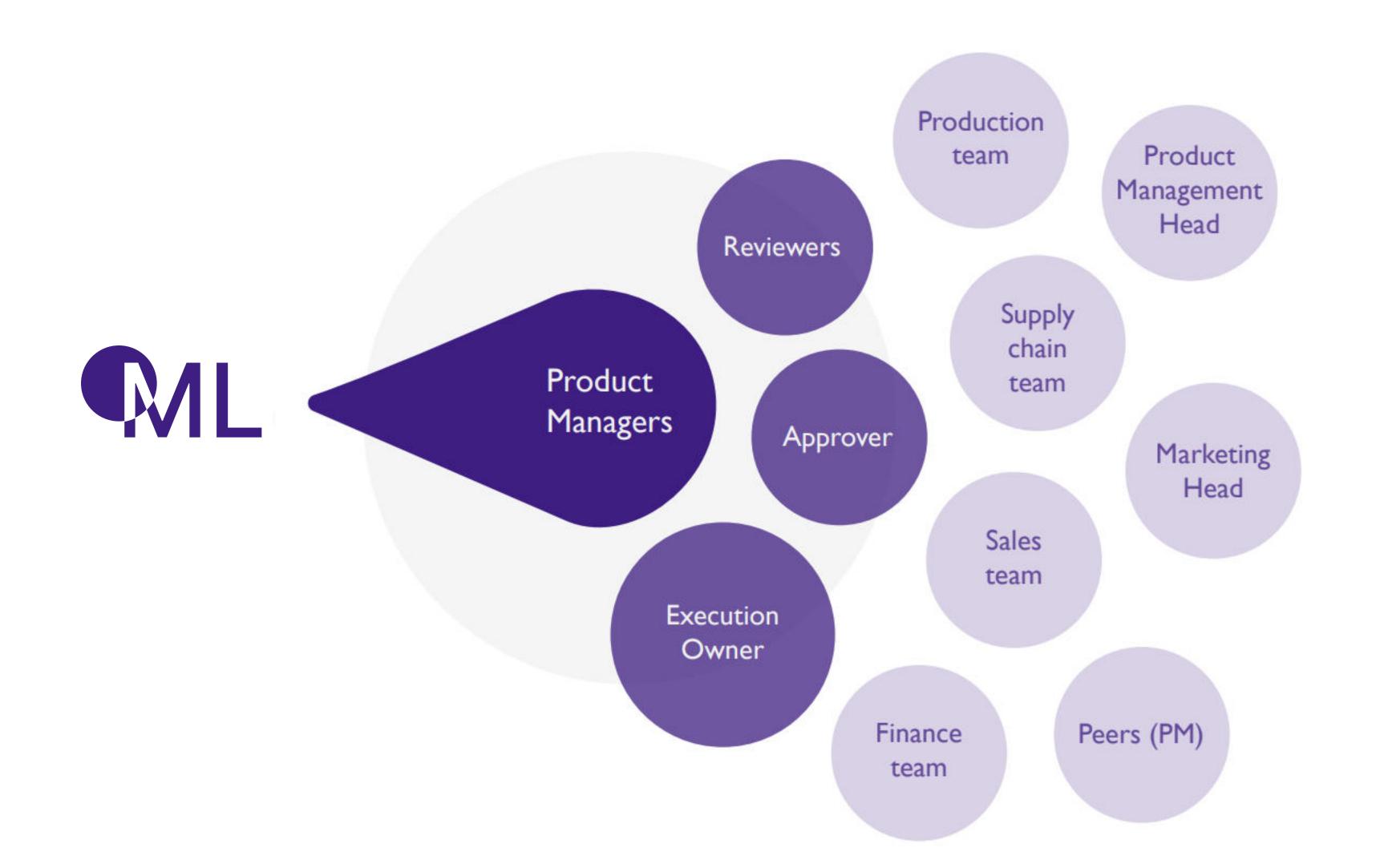
Product Goals

- Ease of managing strategic moves made by the Product Managers.
- Making currently less efficient systems more efficient by reducing manual intervention and better transparency of information.
- Creating better communication channels for the stakeholders within to not miss out on critical data/information.
- Meeting planned timelines.
- Easy to use platforms.

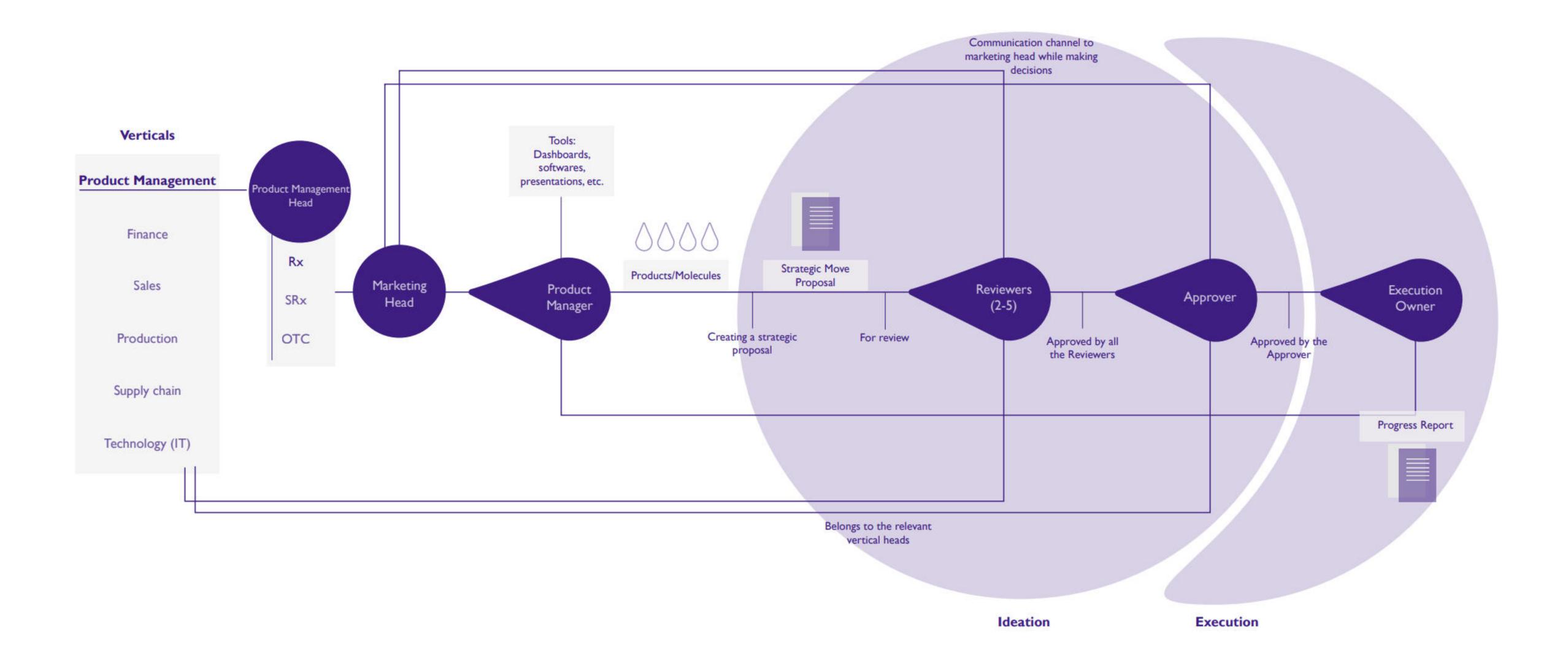
Problem Areas

- Hassle to manage more number of products/molecules at a time.
- Multiple strategies under each molecule to be managed.
- Handling projects which are in ideation phase and some in execution phase.
- Lack of information transparency.
- Communication gap in the process due to information spread across platforms.
- Loss of time within the processes.

Stakeholders



Ecosystem



Personas





Scenario

Loss of time

- We as the Product Managers decide to come up with strategies. For this we require data from various sources and need efficient communication channels with the relevant stakeholders so that we don't loose on time.
- But, with all the information spread out across sources and due to lack of timely communication, we find it difficult to keep up with the timelines.
- Eventually, DRL enters the market late and so loses an opportunity due to inefficient internal systems.

Goals

- Wants to maintain a good health of his portfolio of products/molecules.
- Acquire new markets, businesses, regions.
- To reduce loss of time while managing strategic moves.
- · Efficient communiction with other stakeholders involved.
- · Quick and easy access to information.

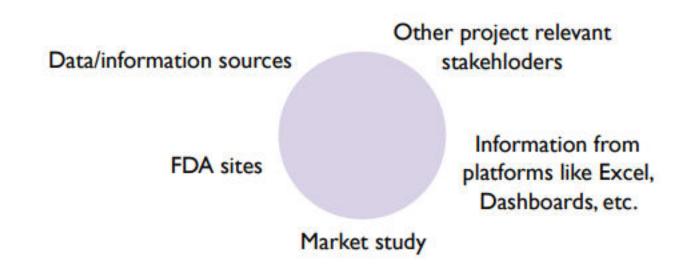
Responsibilities

- · Creating a strategy from inputs.
- · Discuss with Product Management head.
- · Forwarding the strategy for execution.
- · Following up on the strategies once in execution.
- Proper communication with relevant teams (eg, finance team, supply chain team, etc.).
- Making sure portfolio(product) health is good.

Pain points/Frustrations

- Has to manage more products/molecules at once.
- Information sources are spread out.
- No single platform to manage these moves.
- · Invests more time due to inefficient communication channels.
- Has to handle projects that might be in ideation and some in execution phase.

Influencers



Collaborators

- Reviewers (2-5 per project)
- Approver (I per project)
- Project Manager (Execution Owners): In execution phase
- Marketing Head
- Product Management Head
- · Other vertical heads based on the needs of a project:
 - Production team
 - · Supply chain team
 - Sales team
 - Finance team
- Peers (PMs)

Tools and Platforms Used

















Abbie

- Reviewer (Sales team)
- North America

Experience of 11 years in the field

"As part of a Sales team, I have to at times look and review strategies for particluar products. It is difficult at times to communicate with the Product Manager regarding this. I am looking for a platform for a better communication across teams."

Tools and Platforms Used

















Microsoft Excel, PowePoint, Outlook, Teams. Calls. WhatsApp. Meetings. Dashboards.

Goals

- Effective review of product startegic moves assigned for review.
- Making sure strategic moves are aligned with organisation's resources.
- To reduce loss of time while reviewing strategic moves.
- Efficient communiction with other stakeholders involved.
- Quick and easy access to information.

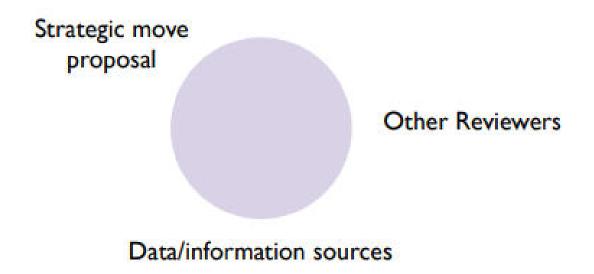
Responsibilities

- Review the strategic move proposals forwarded by the Product Manager.
- Approve the proposal and send it forward to the Approver.
- Return the proposal to the Product Manager if necessary with the changes suggested.
- Reject the proposal of necessary.
- · Communicate with other reviewers and relevant stakeholders.

Pain points/Frustrations

- Is also a part of the sales team and so challenging to manage multiple projects.
- Information sources are spread out.
- Invests more time due to inefficient communication channels.
- Has to send back the proposal for correction sometimes and so following up becomes challenging and time taking.

Influencers





Spike Poole

- Approver (Sales Head)
- North America

Experience of 20 years in the field

"As the head of the sales team, I have to approve of the strategic move proposals sent forward. The information sources that I need for approval are not readily available always and so the timelines of the move do not go hand in hand with what's planned. I need a more efficient system in place."

Tools and Platforms Used















Microsoft Excel, PowePoint, Outlook, Teams. Calls. WhatsApp. Meetings. Dashboards.

Goals

- Effective review of product startegic moves assigned for approval.
- Making sure strategic moves are aligned with organisation's resources.
- To reduce loss of time while approving strategic moves.
- · Efficient communiction with other stakeholders involved.
- Quick and easy access to information.

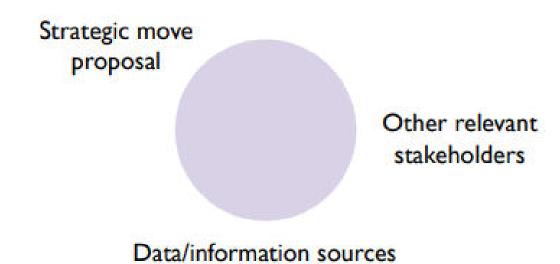
Responsibilities

- Approve the strategic move proposals forwarded by the Reviewers and send it forward for execution.
- Return the proposal to the Product Manager if necessary with the changes suggested.
- Reject the proposal of necessary.
- · Communicate with other reviewers and relevant stakeholders.

Pain points/Frustrations

- Is the head of the sales team and so becomes challenging to manage multiple projects.
- · Information sources are spread out.
- Invests more time due to inefficient communication channels.
- Has to send back the proposal for correction sometimes and so following up becomes challenging and time taking.

Influencers





Holly Tenny

Execution Owner

North America

Experience of 15 years in the field

"I want to improve the efficiency of the execution process. Time is an asset and so I need a platform that helps me manage time."

Tools and Platforms Used

















Microsoft Excel, PowePoint, Outlook, Teams. Calls. WhatsApp. Meetings. Dashboards.

Goals

- Seamless execution of the startegic move.
- Making sure strategic moves are aligned with organisation's resources.
- To follow the planned timelines of the project.
- · Efficient communiction with other teams involved.
- · Quick and easy access to information.

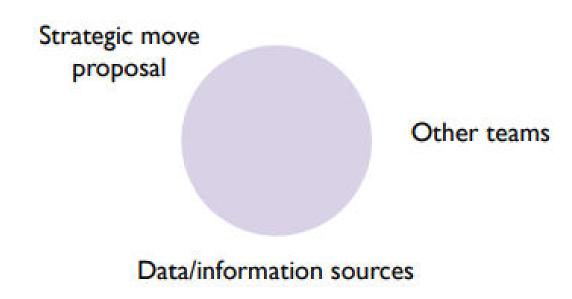
Responsibilities

- Set timelines of the project.
- Send progress report to the Product Manager before starting of execution.
- Send progress report to the Product Manager after completion of the move.
- Drop the move if necessary.
- · Communicate with other reviewers and relevant stakeholders.

Pain points/Frustrations

- · Information sources are spread out.
- · Invests more time due to inefficient communication channels.
- · Delayed timelines while executing, may lead to budget exhaustion.

Influencers



Key Tasks

For

- Product ManagerReviewer and ApproverExecution Owner



User: Product Manager

- Products/molecules assigned.
- Gathering information from informal sources (networks, intels).
- Market study: Keeping up to date with the market.
- Referring FDA sites.
- Reaching out to the right team (eg, for financial information, contacting finance team).
- Analyze data collected.
- Create strategic move proposal from inputs.
- Discuss with the Product Management head.
- Detailing out the proposal document:
 - Description of strategy.
 - Value the strategy will create; from Base line to Target.
 - Timelines for the project (Planned, start and end date).
 - Product move description (Why?, How?, What?, legalities, finances of the strategy)
 - Supporting documents gathered from different platforms.
- Tag relevant Reviewers and Approver.
- Send the proposal forward for review.
- Make necessary changes to the proposal if returned by the reviewers or the approver.
- Follow up on the proposal once in execution. Seeks information about the progress from Execution Owner.
- Communicate with other teams for information inputs: Sales team, finance team.
- Making sure portfolio(product) health is good by:
 - Exploring opportunity areas: new markets, customers
 - Understanding the risks from competitors and deliverables



Accessing all the products/ molecules assigned

Create strategic move proposal from inputs

Accessing information from sources.

Follow up on the proposal once in execution.

Communicate with other teams for information inputs.

User: Reviewers and Approver

- Review the proposal received from the Product Manager.
- Suggest changes if needed.
- Send back the proposal to the Product Manager.
- Accept the proposal.
- Forward it to the approver/execution.
- Reject it if needed (Drop phase).
- Communicate with other necessary stakeholders.

User: Execution Owner

- Assigned a project.
- Send information to the Product Manager before starting about
 - Timelines: Actual date of starting
 - Progress
 - Comments
- Send information to the Product Manager after completion about
 - Timelines: Actual end date
 - Progress
 - Comments
- Close the move.
- Reject the proposal while in process if needed (Drop phase): Due to delays, budget exhaustion, etc.
- Communicate with other necessary stakeholders.



Review proposal sent by PM.

Return/reject the proposal if needed

Approve and forward it to approver/execution.

Communicate with other teams for information inputs.

Begin execution

Send progress report to PM

Drop the move if needed

Communicate with other teams for information.

Empathy Mapping



Neutral		<u>:</u>	
Worried			
Helpless			
Tasks	Create strategy proposal from inputs.	Send the proposal forward for review.	Follow up on the proposal once in execution

Tasks	Create strategy proposal from inputs.	Send the proposal forward for review.	Follow up on the proposal once in execution
Feeling	 Exhausted, Worried about missing out on information, Concerned about effectiveness of data collected, Helpless about delayed communication with teams. 	 Nervous about the review. Satisfied with the move created. Frustrated with the delay in response. 	 Frustrated with the delay in execution. Worried if it gets rejected due to too many delays. Relaxed since now it just needs to be followed up. Confident since the move got approved.
Thinking	 What are the goals or targets this move will help in achieve? Is the data relevant to the project? How will I manage meeting other teams? Wondering about what strategy will be helpful in reaching the goal? What teams will be helpful in making this strategy? How should I contact other teams? Am I missing out on any information? Is my market research strong enough? What informal sources I can contact? 	 Is there any information that is missing? By when will the proposal be reviewed and sent ahead? What if it is rejected? What can be the reasons for it to be returned? Relationship with and nature of the Reviewers. Time taking since it will be reviewed by 5 reviewers. 	 When will the Execution Owner be assigned? Will the project meet the planned date? What will be the delay in the execution? How will I manage to follow it up since I have other products in ideation? What if the proposal is rejected due to delays? How do I keep in touch with the Project Manager? What are the sources the Project Manager will need to execute the move? Are these sources easily accessible?
Doing	 Contacts the informal sources if any for information. Organises meetings with relevant teams. Refers FDA sites. Documents data from all sources. Analyzes data collected. Decides on what strategic move to make. Contacts Product Management Head for discussing the data collected. 	Sends the proposal to the reviewers. Reminder to the reviewers about the proposal sent.	 Keeps a check on the move in execution. Contacts the Project Manager. Refers the progress report sent by the Project Manager. Works simultaneously on other products. Crosschecks planned and actual timelines.
UX opportunities	 Automatically check for relevant stakeholders based on availability. Pre-scheduling of the whole project with timelines, Reviewers, Approver, and Execution Owner. Scaling/grading system to check and predict the success of the data collected. Tracking progress of each strategic move made or under process. Automatic documentation of data collected. Self segregation by format of the data. Archive of all strategic moves made at one place and segregation based on the requirement for sourcing data. 	Notified about the proposal being received and opened.	 Reminders to check moves in execution. Progress report analyzer. Automated following up systems.

Neutral
Worried

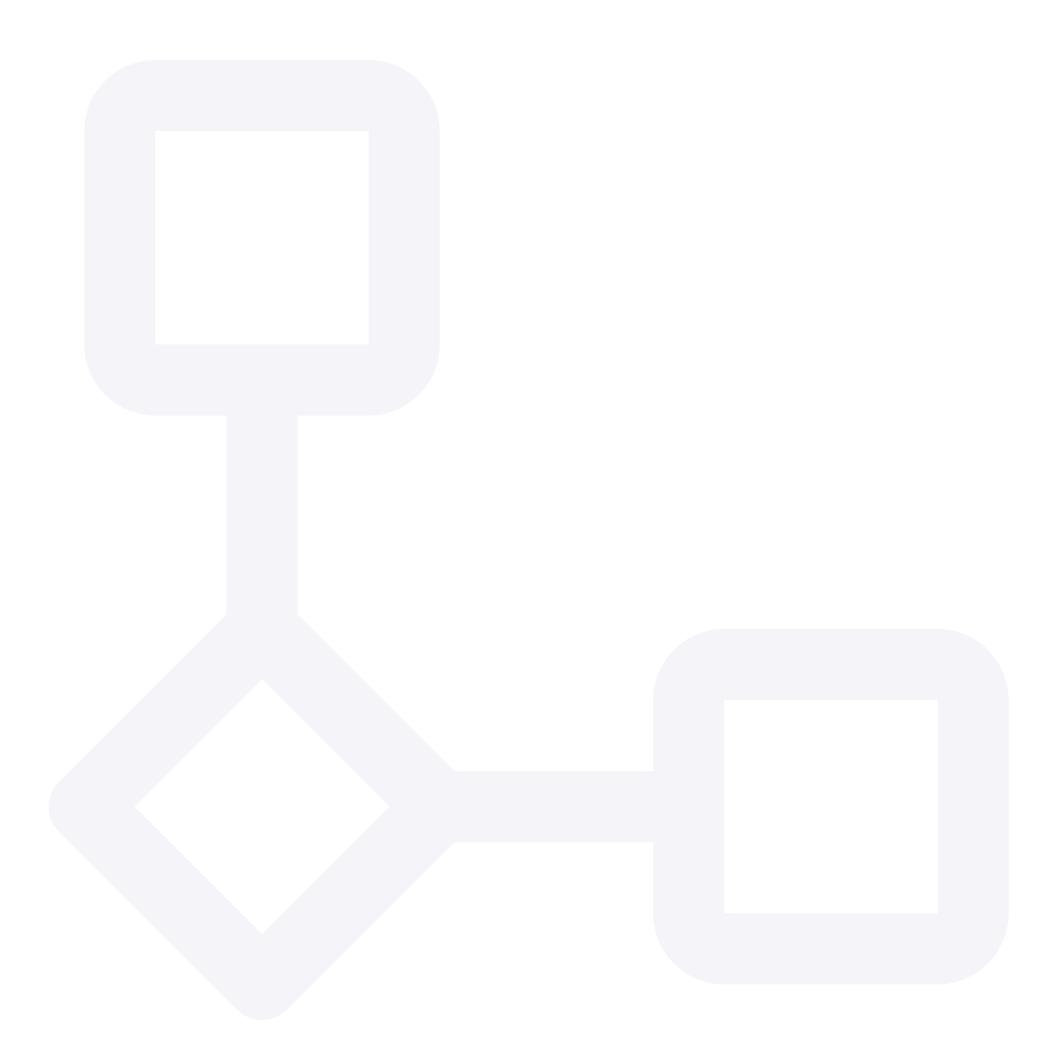
Tasks	Review the proposal received from the Product Manager and Reviewer.	Forward it to the approver and for execution.	
Feeling	 Relaxed. Good about the data provided in the document. Confusion about relevance of data provided. Unsure about success of the move. 	 Relaxed. Good about the data provided in the document. 	
Thinking	 How is the proposed move going to run successfully? Is there any data that is missed out here? How much time will it take this strategy to reap profits? Is the move necessary? What can be the sources that can help execute the move? What if this doesn't work going forward? This needs more data from a specific source. The move is perfectly detailed and looks promising. What are the loopholes in the proposal? 	 How is the proposed move going to be executed? How much time will it take this strategy to reap profits? What can be the sources that can help execute the move? What if this doesn't work going forward? The move is perfectly detailed and looks promising. Who can be assigned for the execution? 	
Doing	 Contacts the sources for any further information. Organises meetings with relevant teams and other reviewers. Analyzes data collected. Asks for changes needed(if any). Contacts Marketing Head for discussing the data collected. 	Assigns an approver or an execution owner. Forwards it to approver or execution.	
UX opportunities	 Updates on what teams where contacted for information while making the strategy. Strength analysis of the proposal. Linking marketing head and other relevant teams while reviewing to help them see progress. System in place to forward and return the proposal to the Product Manager with minimum contact. 	System in place to forward the proposal to the Approver and execution phase with minimum contact. Tracking progress of the strategic move made or under process.	

Worried		· · · · · · · · · · · · · · · · · · ·	
Helpless			Common task of all actors.
Tasks	Send progress report to the Product Manager before starting	Send progress report to the Product Manager after completion	Communicate with other teams for information inputs
Feeling	 Skeptical about timelines mentioned. Nervous about causing any delays or budget exhaustion. Tired by handling multiple projects. Irritated and skeptical about the need for the move. 	 Disappointed about not meeting timelines mentioned. Relaxed and staisfied. Tired by handling multiple projects. 	 Frustrated with the delay in responses. Confused with too many information sources. Exhausted to reach out teams individually and collect data. Panicking about timelines due to cancelled or rescheduled meetings. Tired of collecting data from sources and documenting them.
Thinking	 What is my role in executing this? Who can I team up with to execute this? Will the planned timelines be met? What are the loopholes in the move? When will it start reaping benefits? What can be done to speed up the process? What should be the budget for this move? 	 What could have been done better to execute the move? Why was there such a difference in the timelines? What data did we miss while executing? Is it aligned to the proposal? When will it start reaping benefits? 	 What all information sources will be relavant for the project? How do I reach them? Will they be available to provide information? Where do I start from? Which sources are easy to access? How do I document information in different formats at one place?
Doing	 Making progress report to be sent to the Product Manager before starting. Mention actual starting date. Sets budget. Gathers team that will help in executing the move. 	 Making progress report to be sent to the Product Manager after completion. Mentions actual date of completion. Calculates excess or less budget used up. 	 Arranges meetings with relevant teams. Refers documents like excel sheets, dashboards, etc. Mails relevant teams for information. Calls them if necessary.
UX opportunities	 Progress report template. Predict estimated time of completiton and budget based on task list provided (to reduce human errors). Check relevant team members and assign them to the project based on availability. 	Progress report template.	 Automatically check for relevant stakeholders for the particular move. Documentation templates for storing all data collected. Guidelines to start with for collecting data based on previous made move.

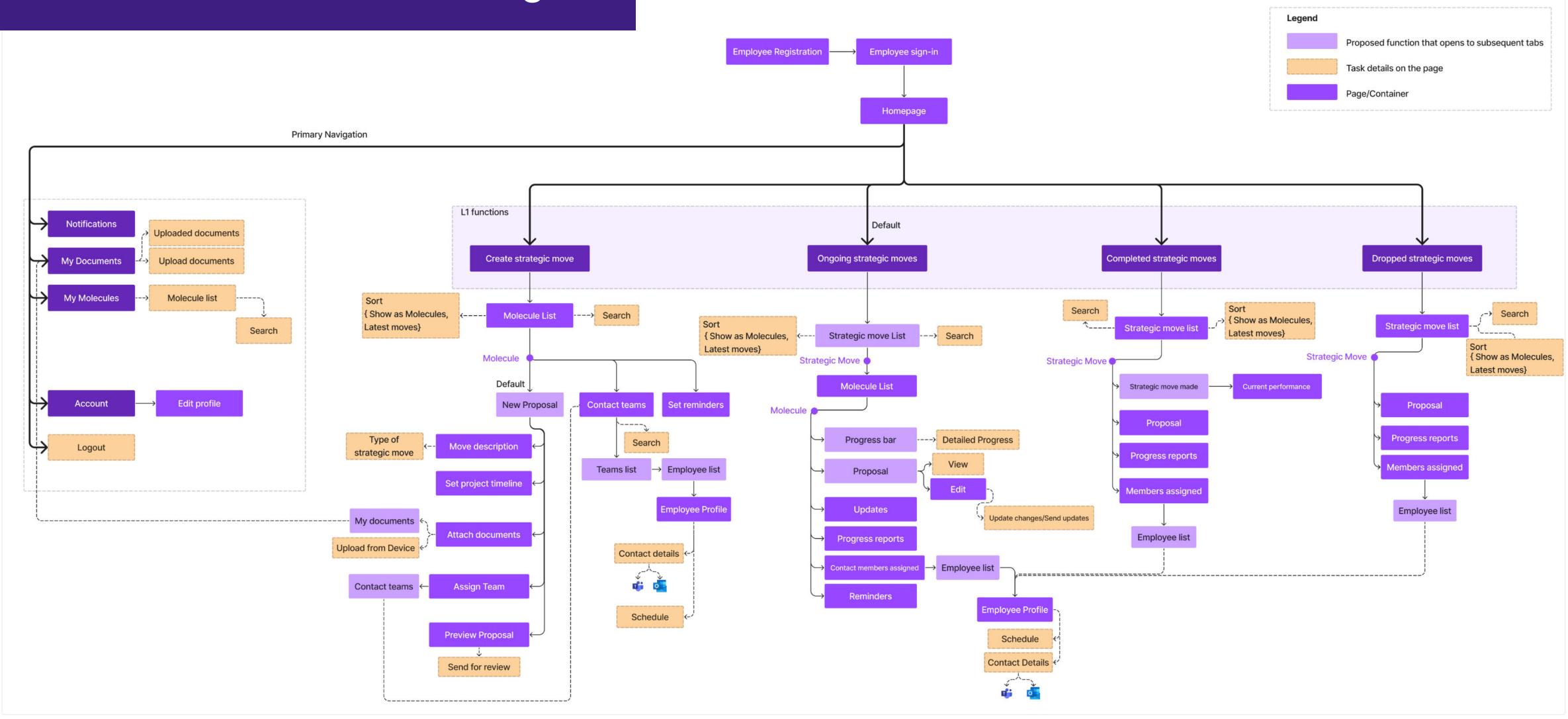
Technology Context

- A web based platform to manage strategic move workflow.
- A cloud platform.
- Accessible by tablets, laptops, desktops.
- Average resolutions:1920×1080, 1366×768, 720×1280

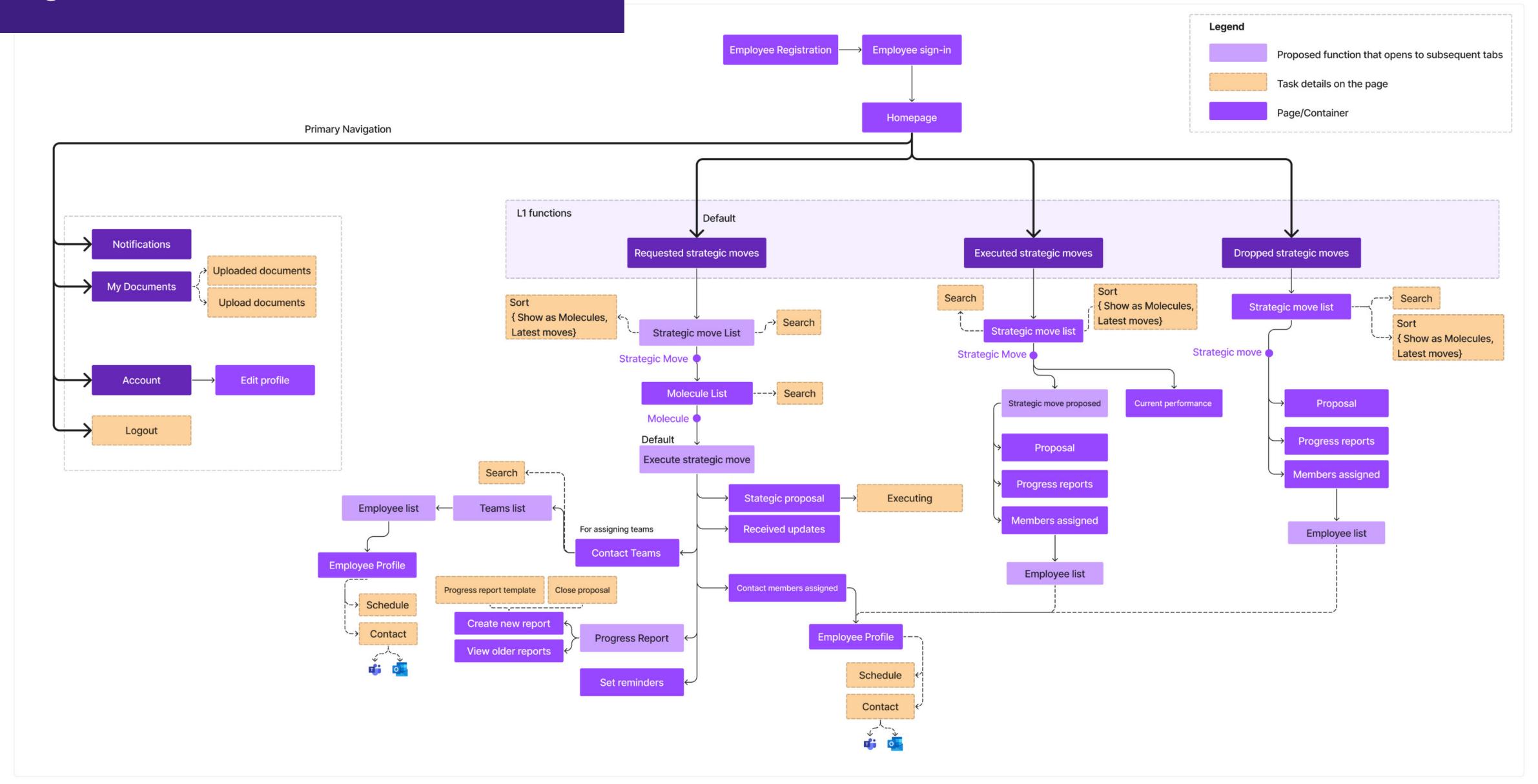
Proposed Information Architecture

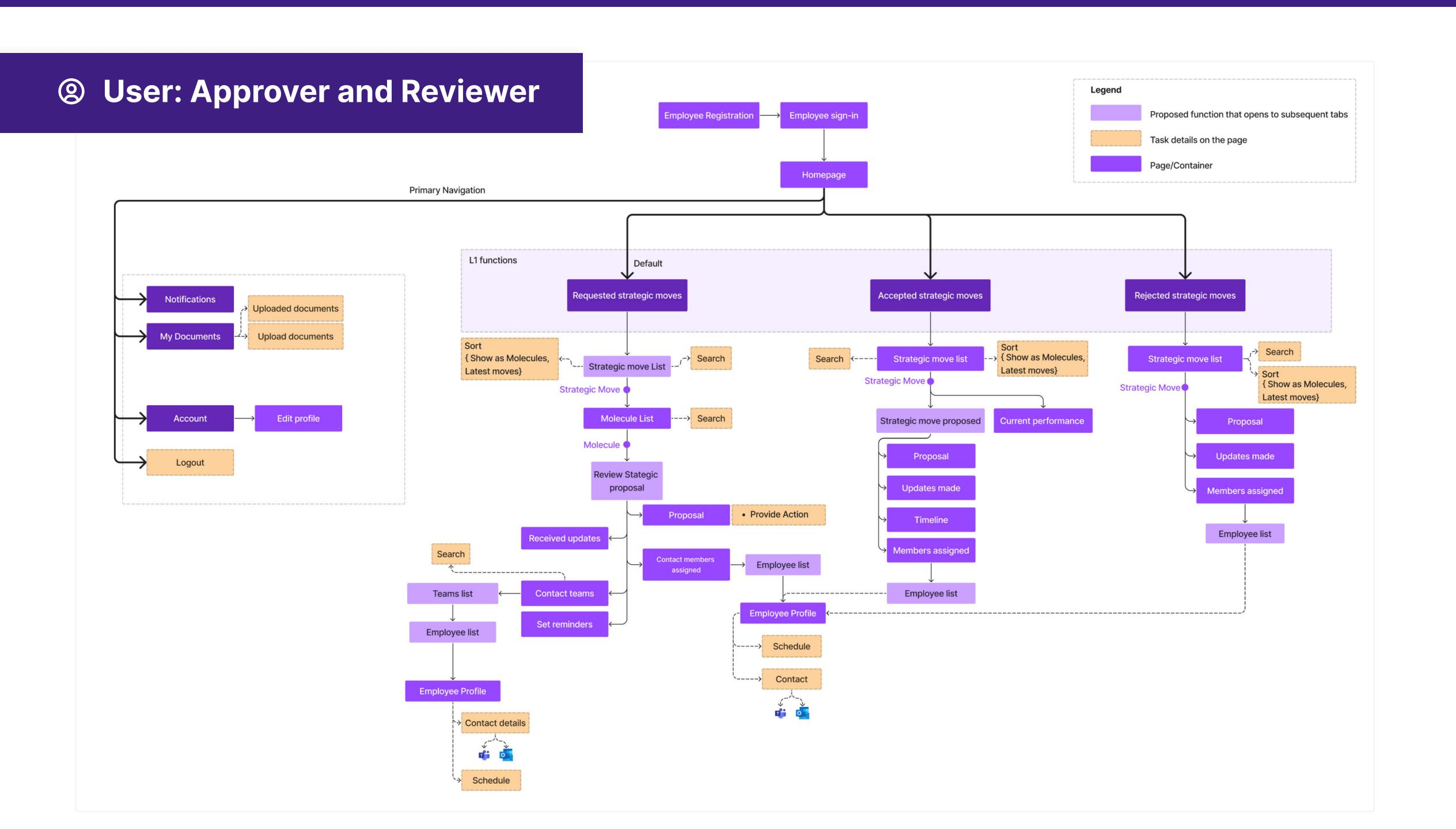


© User: Product Manager



② User: Execution Owner







Rationale behind the proposed IA

- The structure provided here will be mostly similar for all the users thus improves approachability.
- Providing tabular containers for tasks helps in accessing all the functions at once.
- Segregated tasks helps in reducing the cognitive load to the user.
- Using tabs as containers acts as a parallel connection which helps in making future updates easier and thus improves the sustanability of the design.
- Using similar containers for similar tasks under different heads helps in reducing information load to the user.

Easily Approachable

Accessing all functions at once

Reduced cognitive load

Sustainable structure

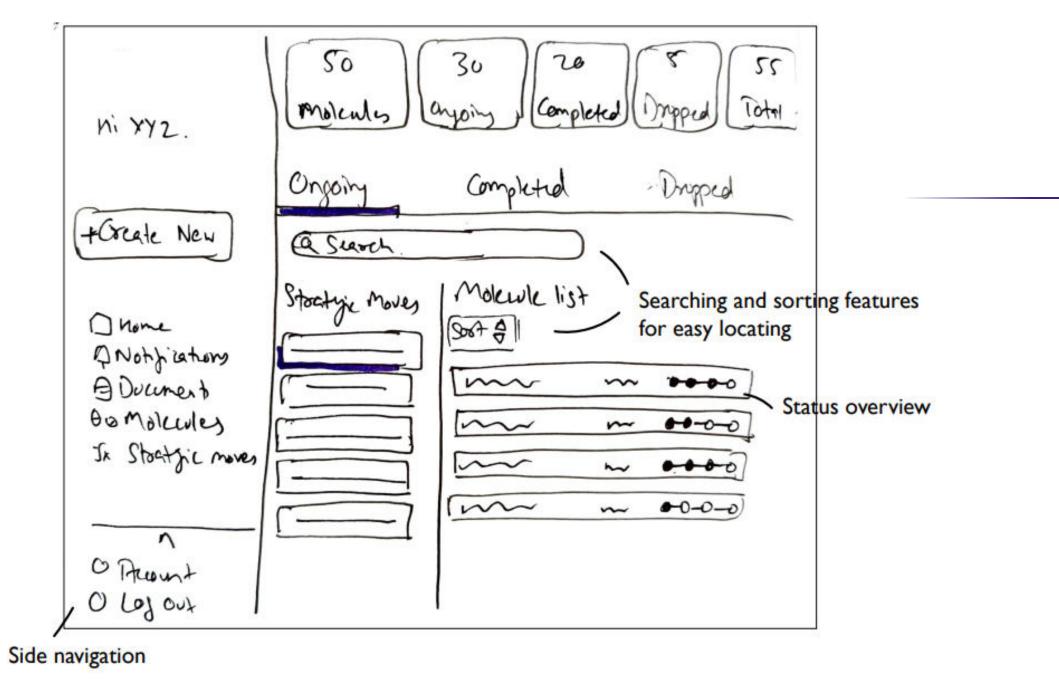
Reduced information load and easy onboarding

Final Concept Variations and Wireframes

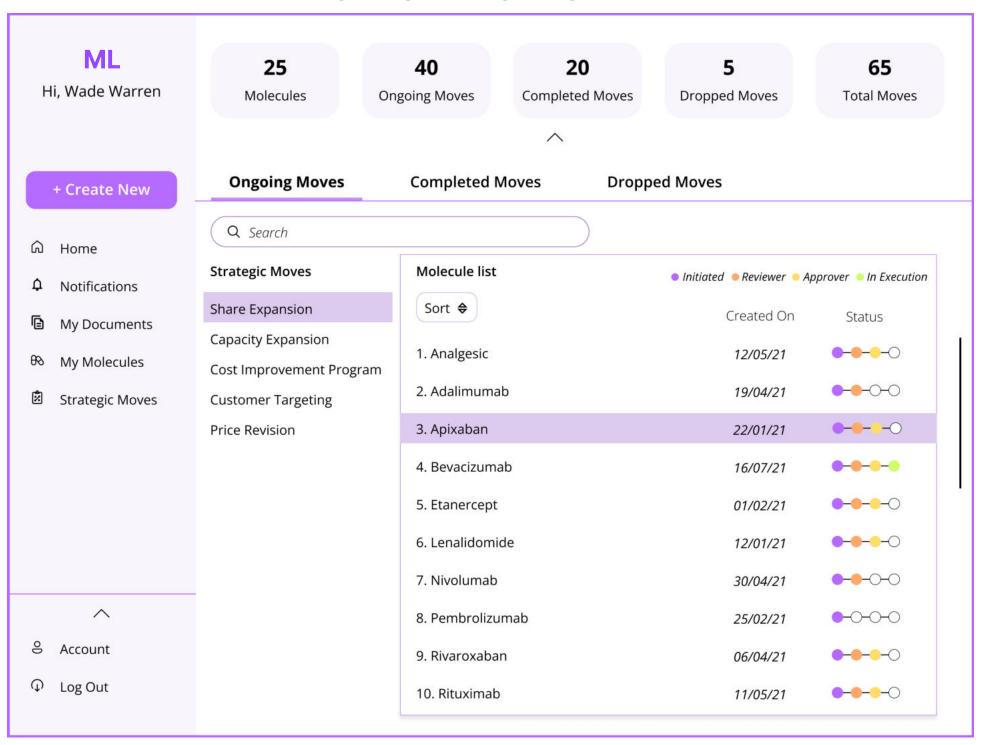
- Product Managers being the primary user the concept variations shown here are for the same.
- The platform chosen is that for tablets with resolution of 1024×768.

Task 1: Accessing product/molecule assigned

S Concept variation selected:



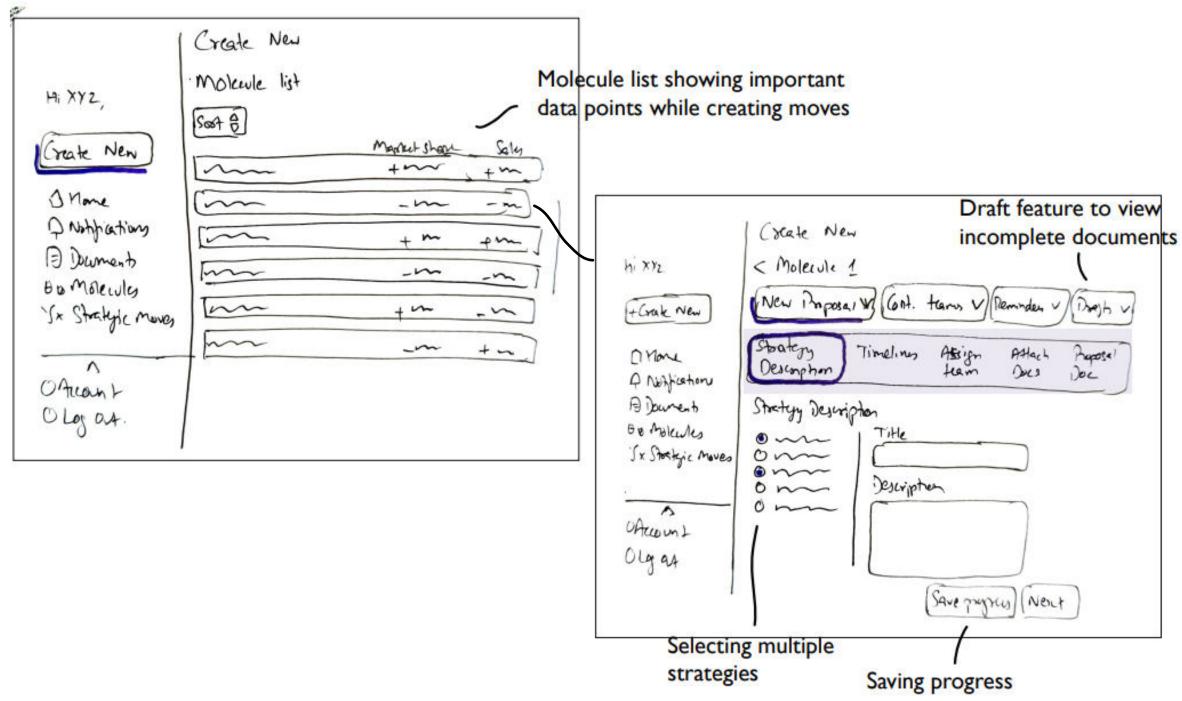
- Landing page opens to ongoing moves tab which being the most critical task.
- Display of strategic move statistics on top.
- Inspired from existing products in the market.



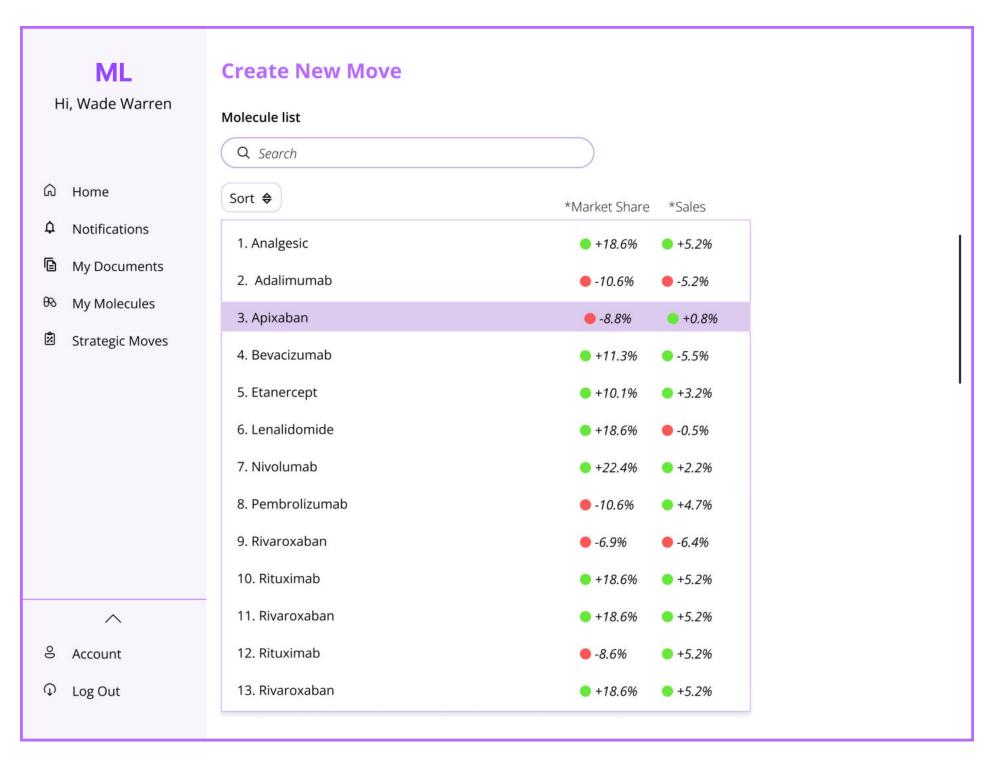
- Screen Level Objectives:
 - Easy and direct access to all the functions related to a strategic move.
 - Smooth, regulated locating of the required molecule.
 - Quick overview of overall strategic move statistics.
 - Instant access to secondary information sources (side navigation).
 - Overview of progress of strategic moves.

Task 2: Creating a strategic move

© Concept variation selected:

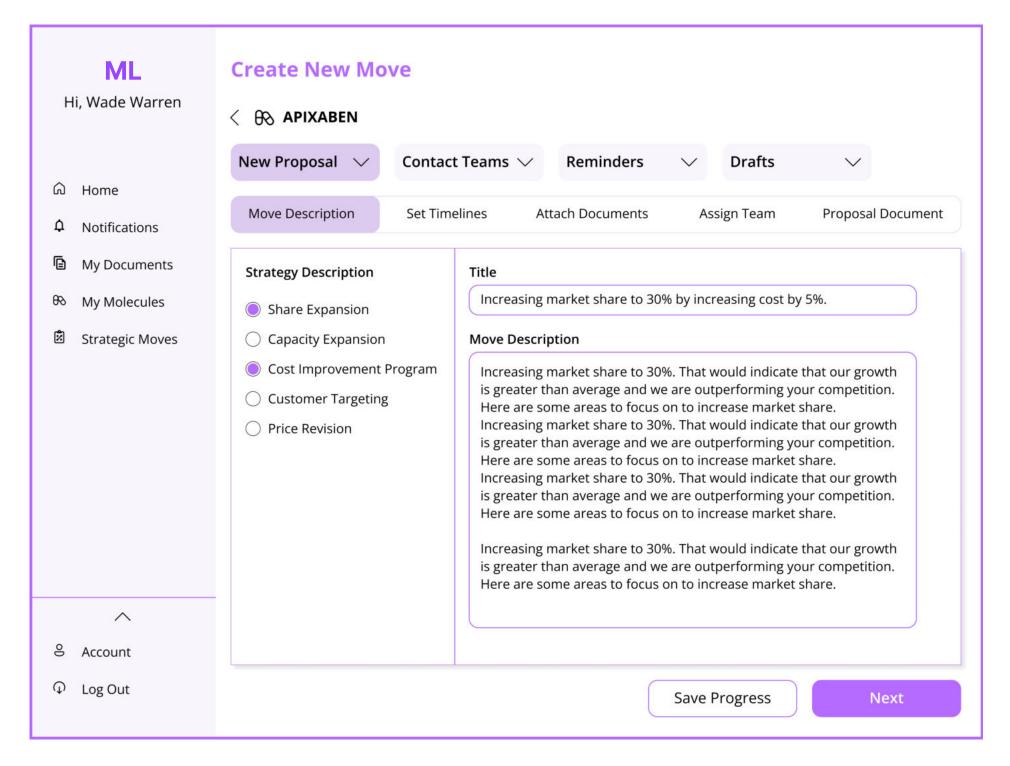


- Overhead progressive tabs to complete tasks.
- Horizontal tabs provides all the functions while creating a move



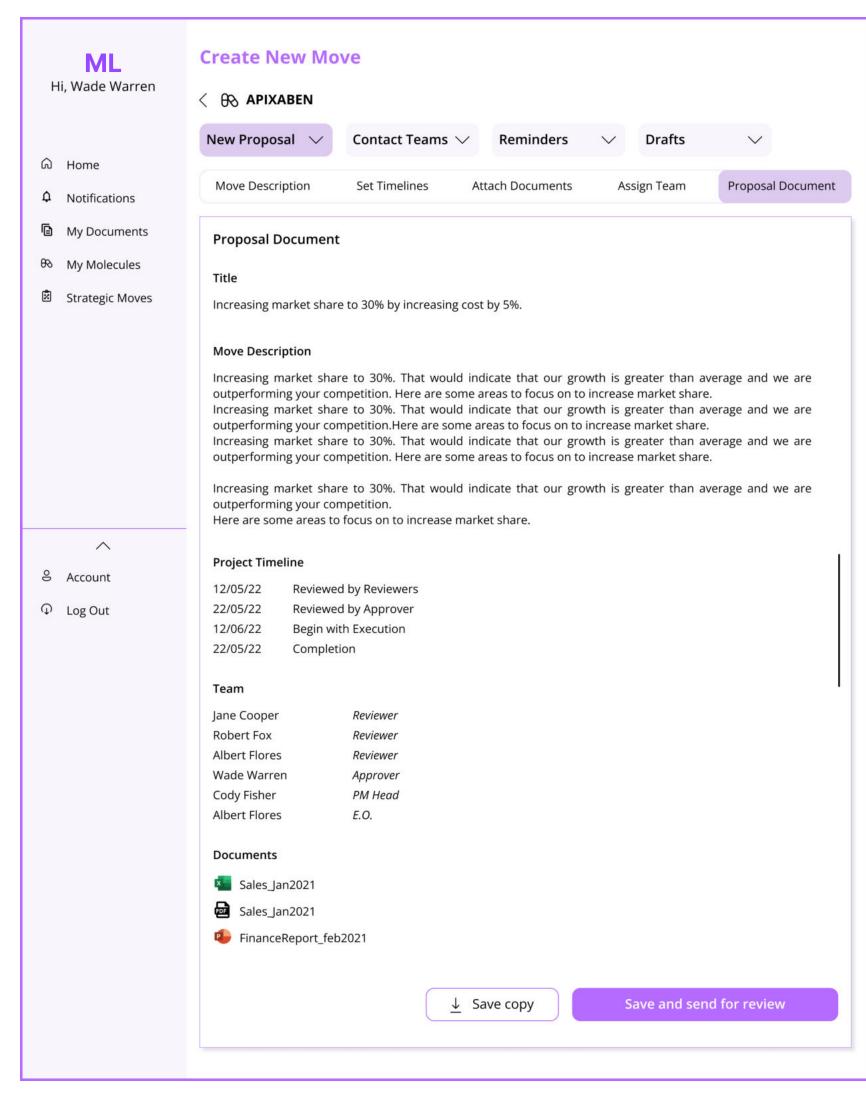
- Screen Level Objectives:
 - Smooth locating of the required molecule from assigned molecules.
 - Overview of important data points before creating strategic moves.

☐ Wireframe: Creating Moves_New Proposal Page



- Screen Level Objectives:
 - Smooth locating of the required molecule from assigned molecules.
 - Overview of important data points before creating strategic moves.

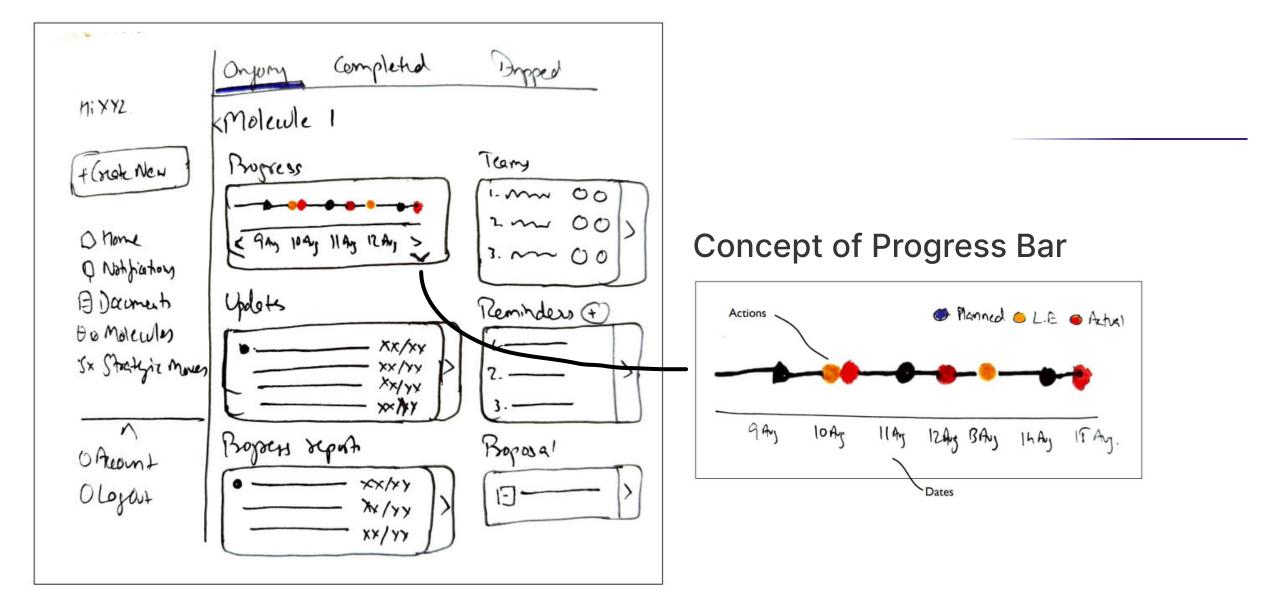
☐ Wireframe: Creating Moves_Preview Proposal Page



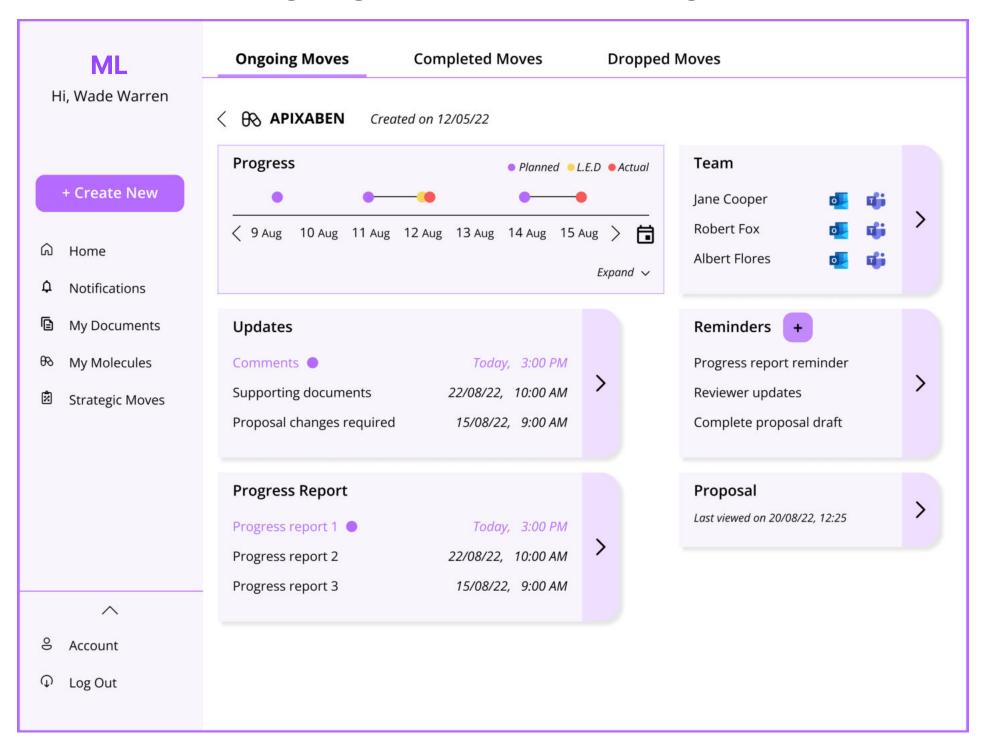
- Screen Level Objectives:
 - Smooth locating of the required molecule from assigned molecules.
 - Overview of important data points before creating strategic moves.

Task 3: Following up on strategic move made

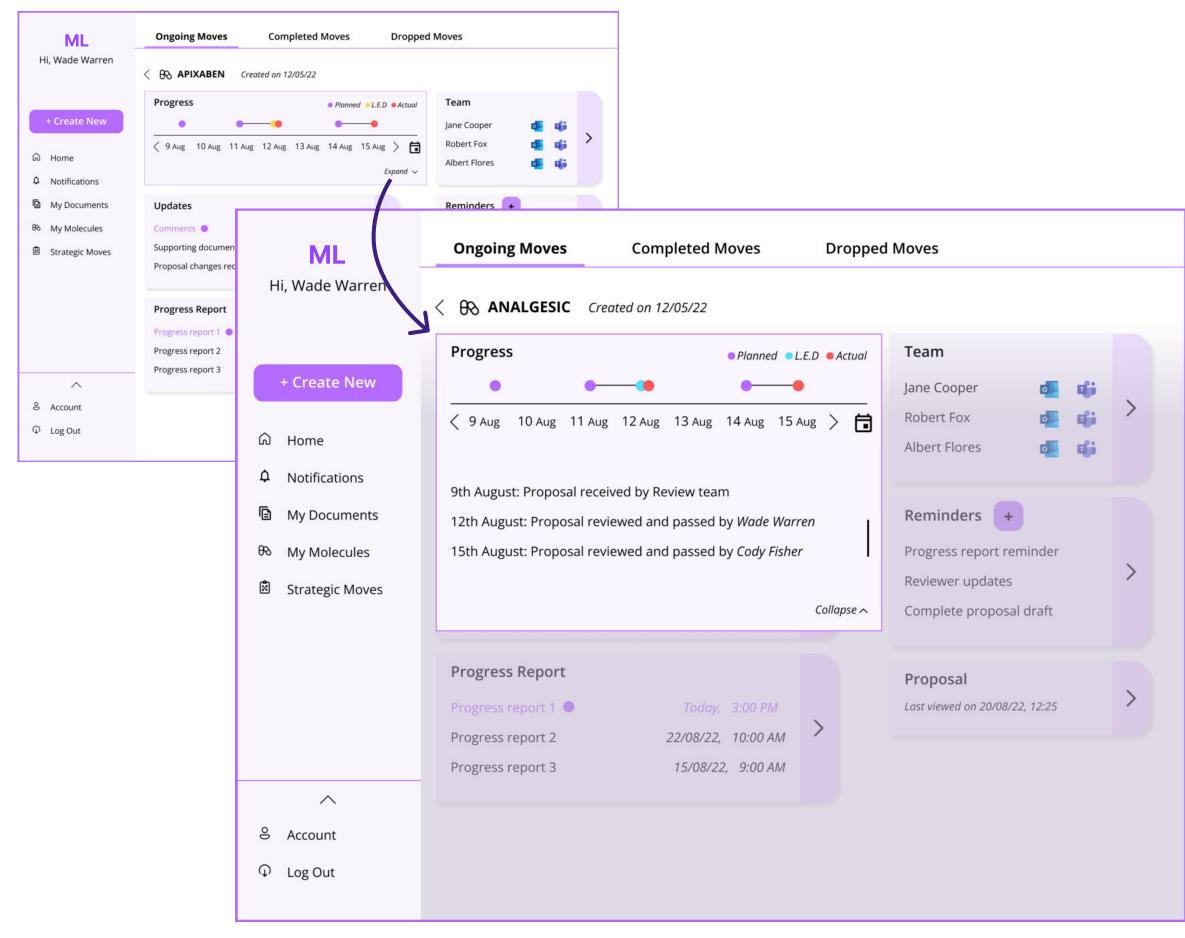
Concept variation selected:



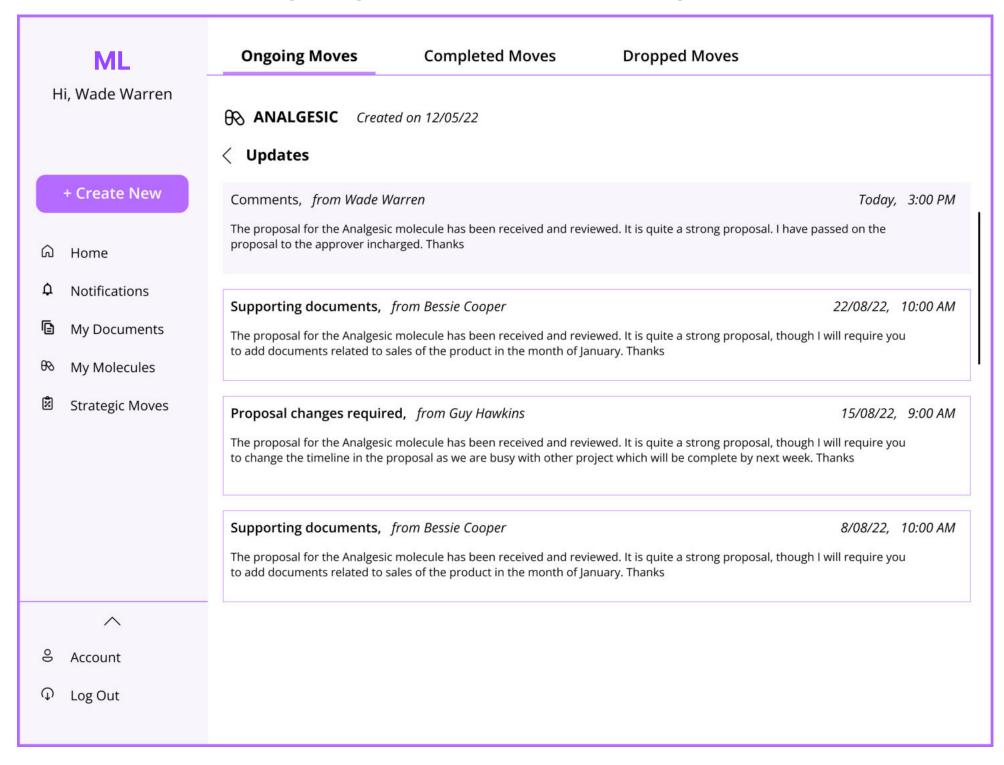
- Cards of all the critical functions for following up.
- Progress bar showing recent/upcoming actions



- Screen Level Objectives:
 - Making all the data approachable.
 - Minimalistic yet clear view of the progress made.
 - Timely access to the updates and progress reports throughout the stage.

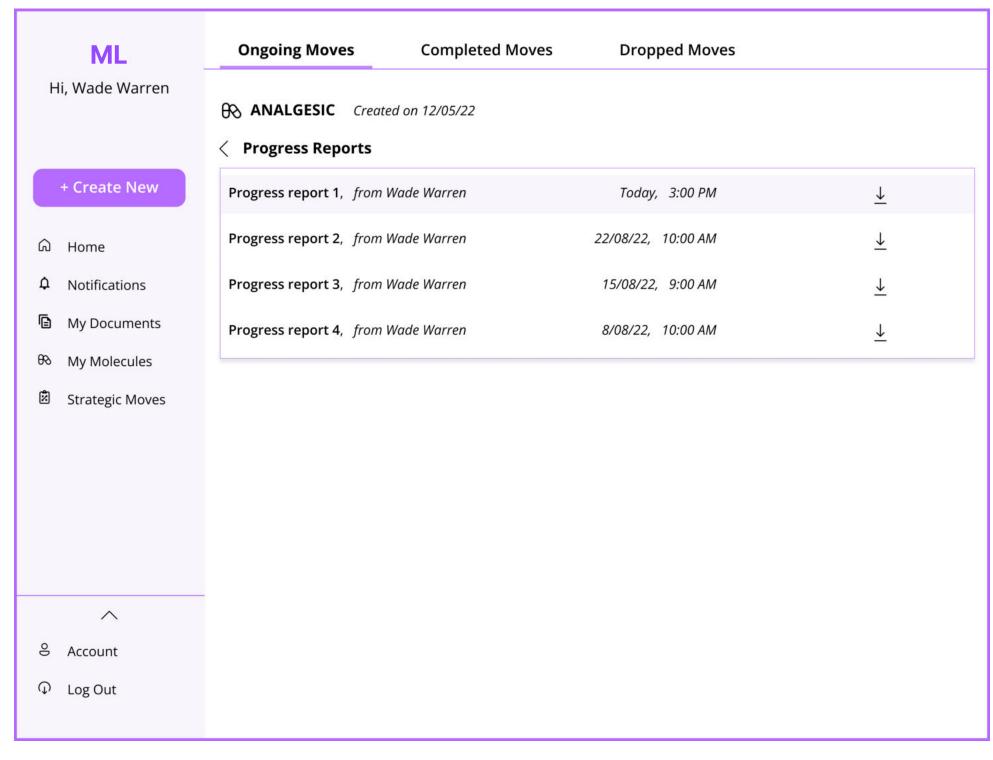


Expanded progress bar for information

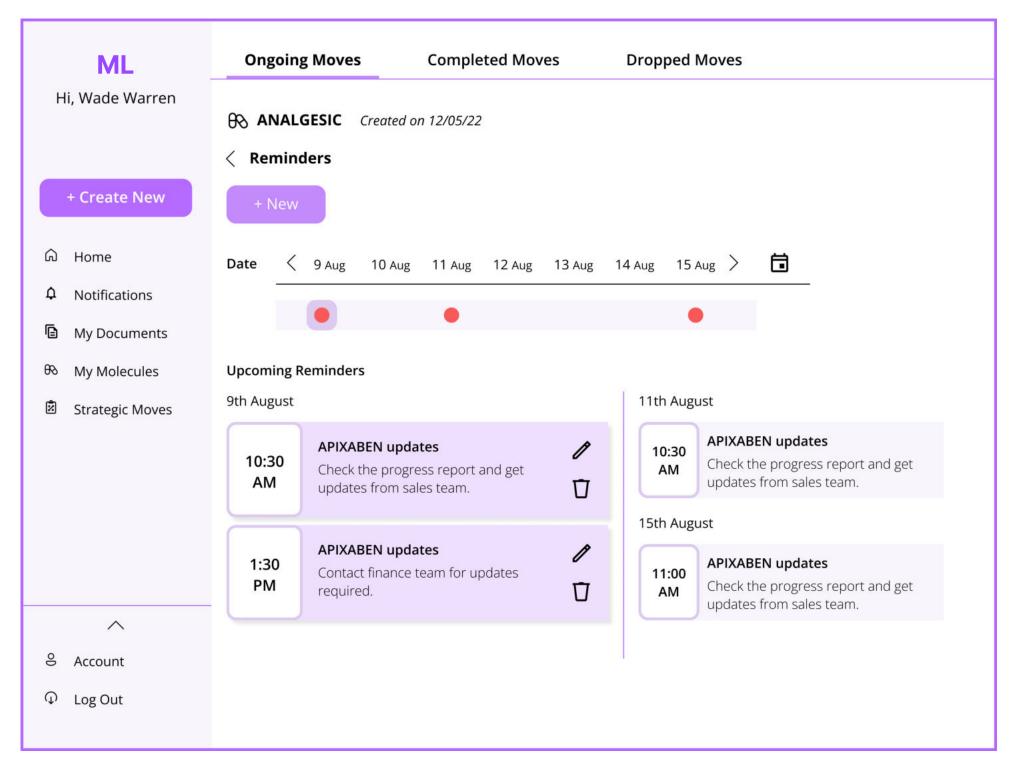


Screen Level Objective:

• Clean visibility of all the updates throughout the stage.



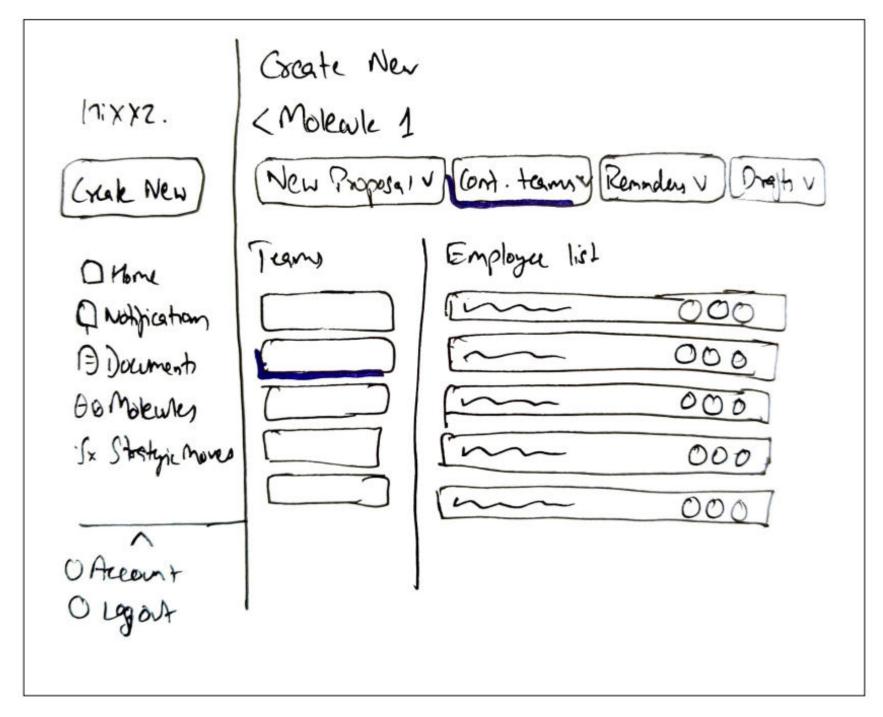
- Screen Level Objective:
 - Accessibility of all the progress reports sent by the Execution Owner when in execution.



- Screen Level Objectives:
 - Better monitoring of the strategic move in process through timely reminders.

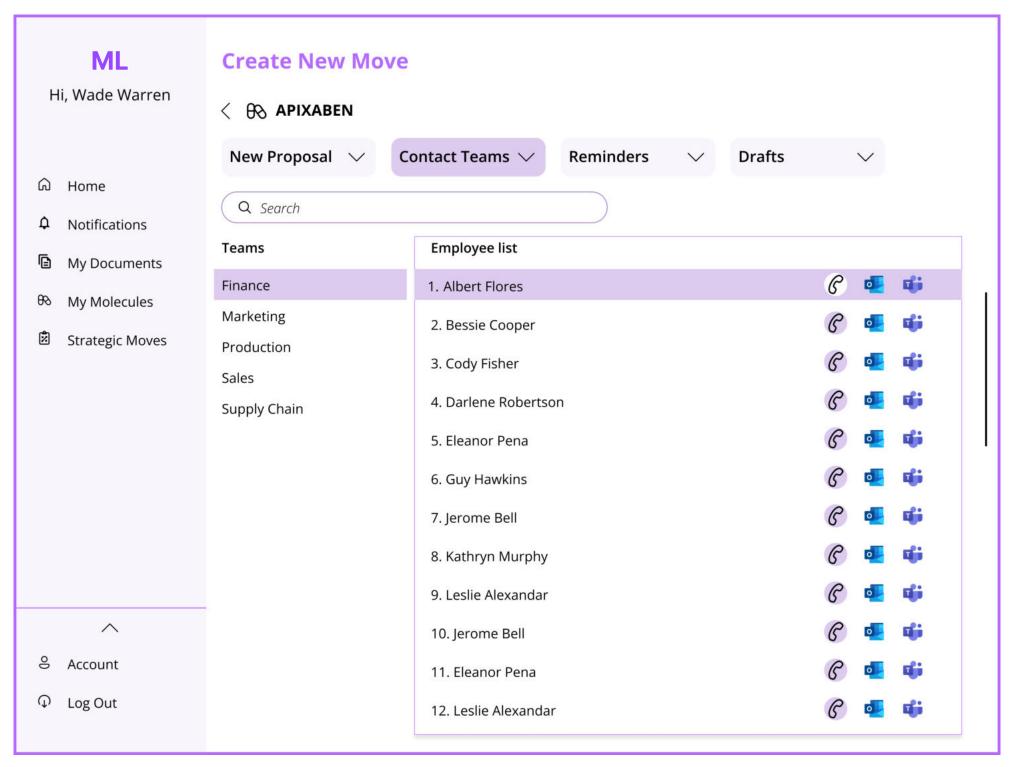
Task 4: Accessing information from sources and Communicating with teams

© Concept variation selected:

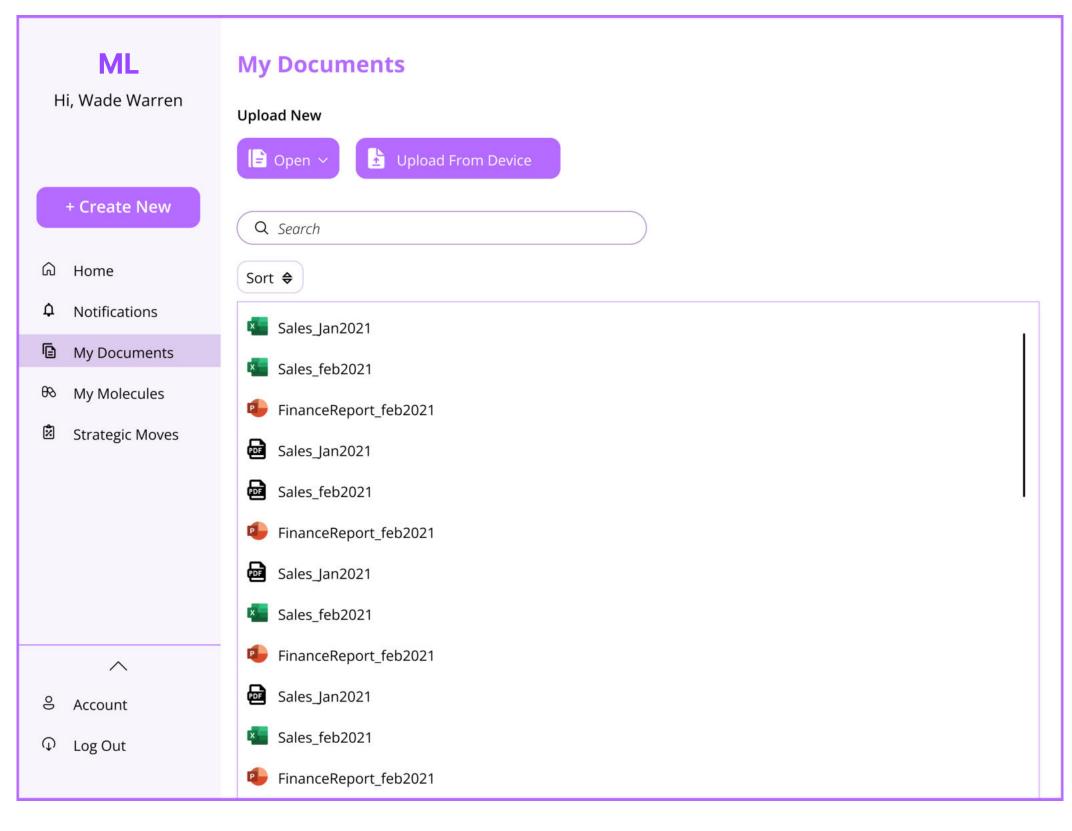


- Contacting teams tab opens to all available teams and subsequent employee list.
- Direct options to navigate to contact channels.
- Similar concept can be used under other tasks involving communicating with teams.

☐ Wireframe: Contacting teams Page



- Screen Level Objectives:
 - Smooth navigation to search for employees.
 - Direct access to user's contacting channels for faster approach.



Screen Level Objectives:

• Effortless approach to access data and collecting data from other information platforms..

Detailed Design

- For key tasks mentioned.
- Users in focus: Product manager (Primary),
 Reviewers and Approvers (Secondary)

② User: Product Manager

→ Log Out

Task 1: Accessing product/molecule assigned

• Focus on function over aesthetics.

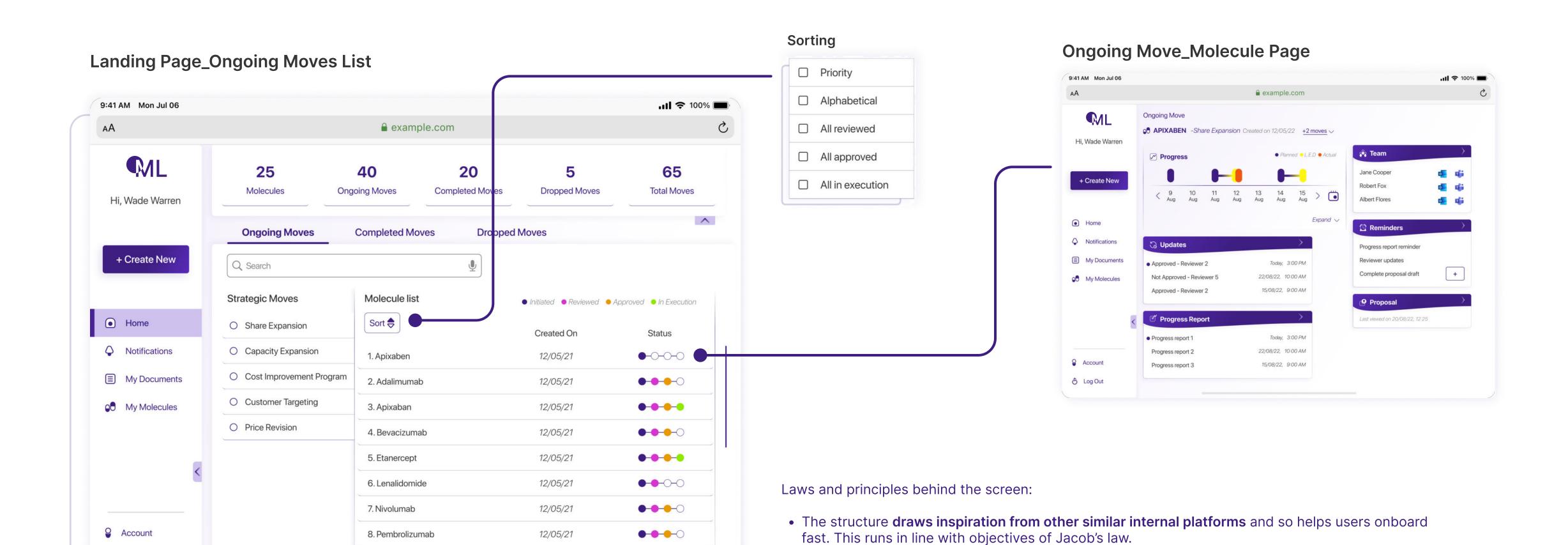
decrease cognitive load.

• Simplicity: The screen has been kept simple to reduce cognitive overload for the user.

functionality, being elements of same group, that is, the headers for different pages.

• Following upon Hick's law, the structure breaks complex tasks into smaller steps in order to

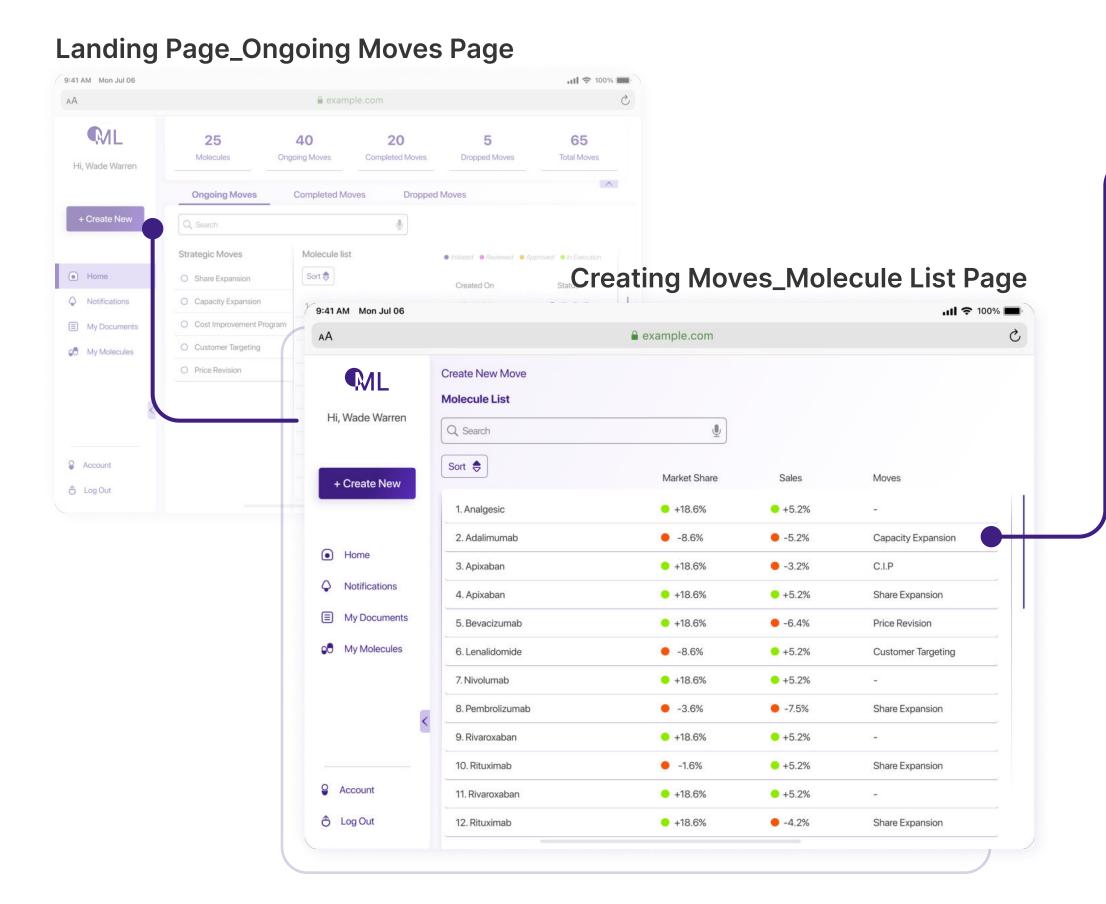
• Law of common region: Tab bars on each page placed in proximity are perceived to share similar



12/05/21

9. Rivaroxaban

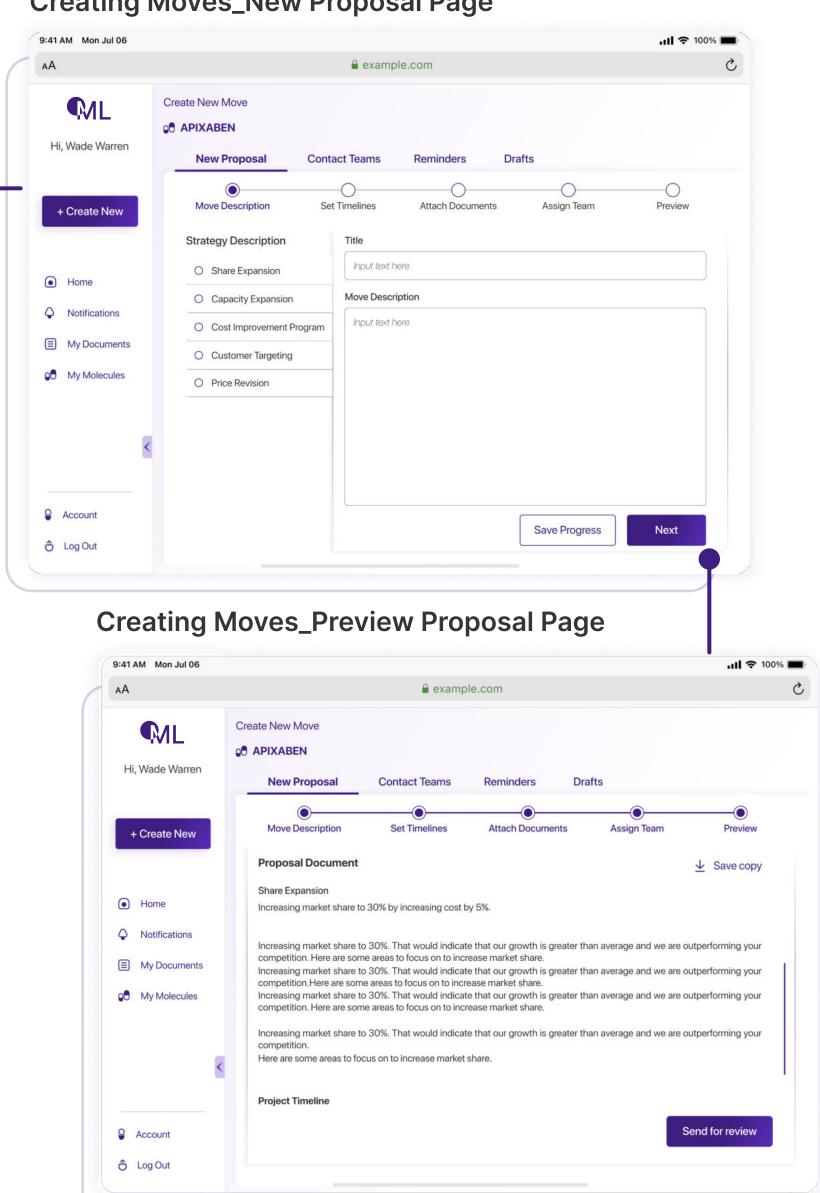
Task 2: Creating a strategic move



Laws and principles behind the screen:

- Going by Fitt's law, the touch targets are large enough for users to accurately select them.
- Prioritising the content and features that support primary goals.
- Following upon Hick's law, the structure breaks complex tasks into smaller **steps** in order to decrease cognitive load.

Creating Moves_New Proposal Page

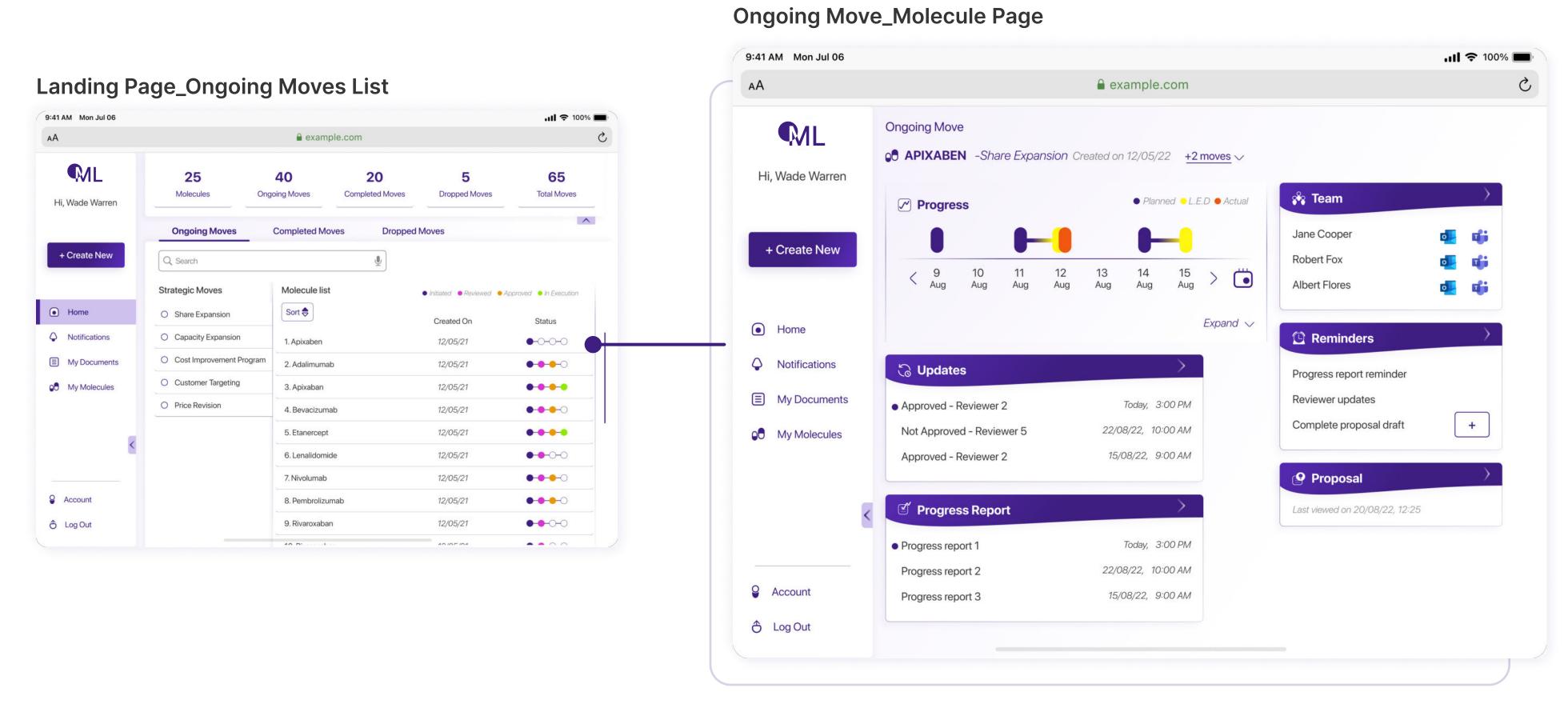


Laws and principles behind the screen:

- The screen provides a clear indication of progress in order to motivate users to complete tasks, thus touching on the Goal-Gradient effect.
- Labels, words used are familiar to the user since they follow organisation standards. Thus creating a match between system and the real world.
- Going by Fitt's law, the touch targets are placed in areas that can be easily accessed.

Link to Prototype:

Task 3: Following up on strategic move made

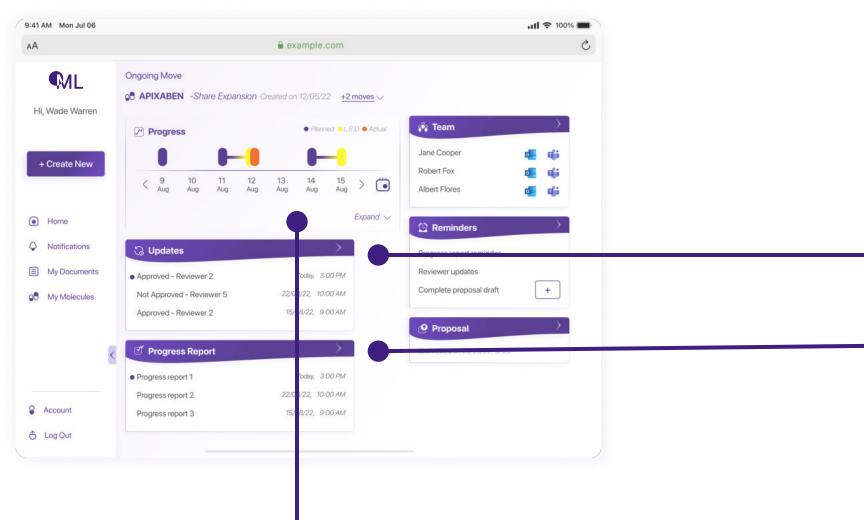


Laws and principles behind the screen:

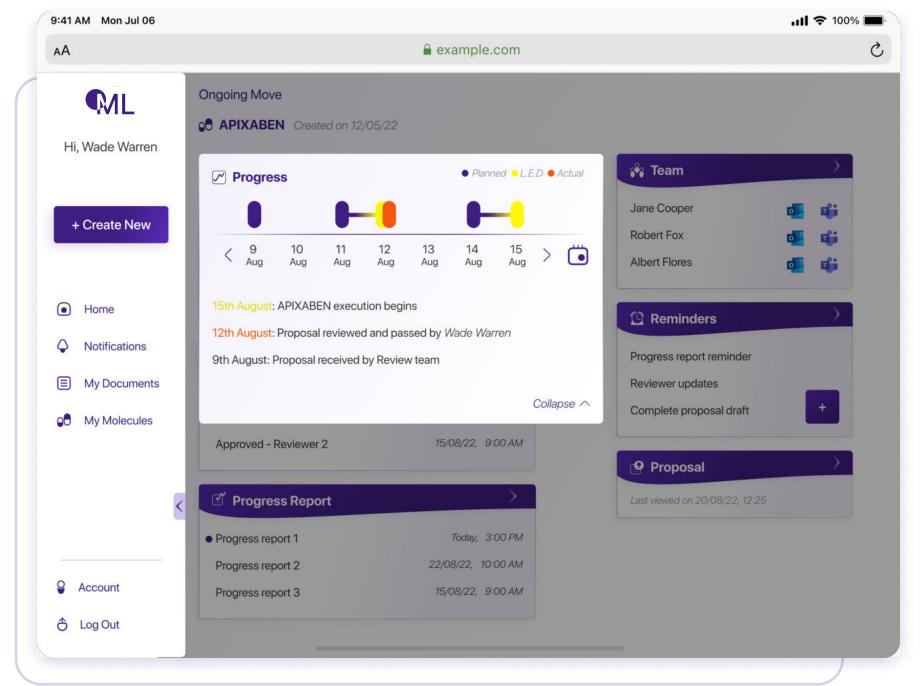
- The **key actions are made visually distinct** here.
- **Simplicity**: The screen has been kept simple to reduce cognitive overload for the user.
- Key tasks are segregated under branches as different cards which are easily accessible to the users.

Link to Prototype:

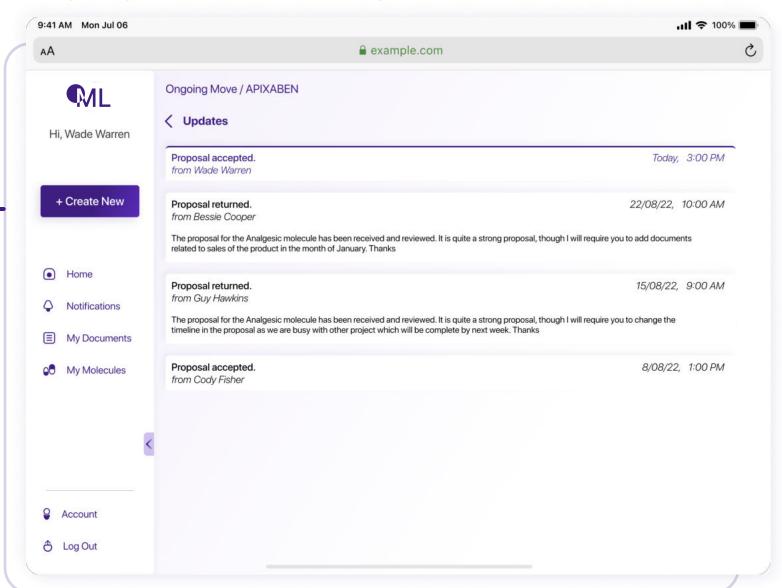
https://www.figma.com/proto/xhfMluU126BmlwWSE6xKuZ/Detailed-Design?node-id=0%3A1&viewport=345%2C652%2C0.11&scaling=min-zoom&starting-point-node-id=6%3A3796&show-proto-sidebar=1



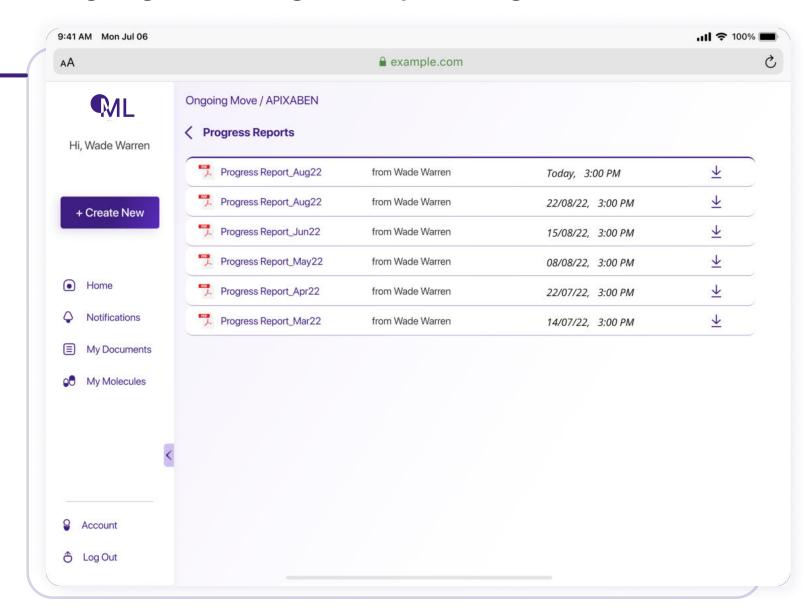
Ongoing Move_Detailed Progress

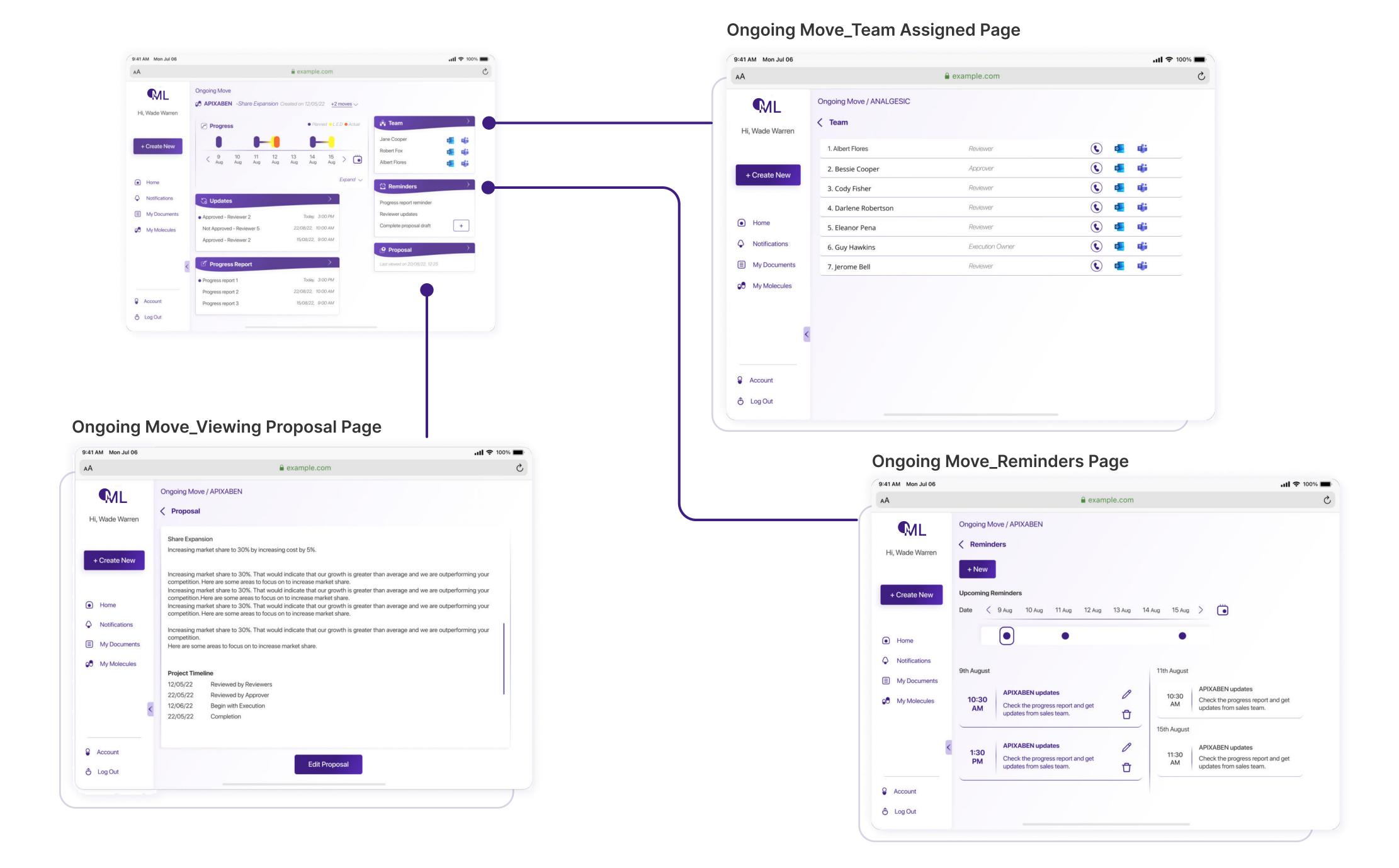


Ongoing Move_Updates Page



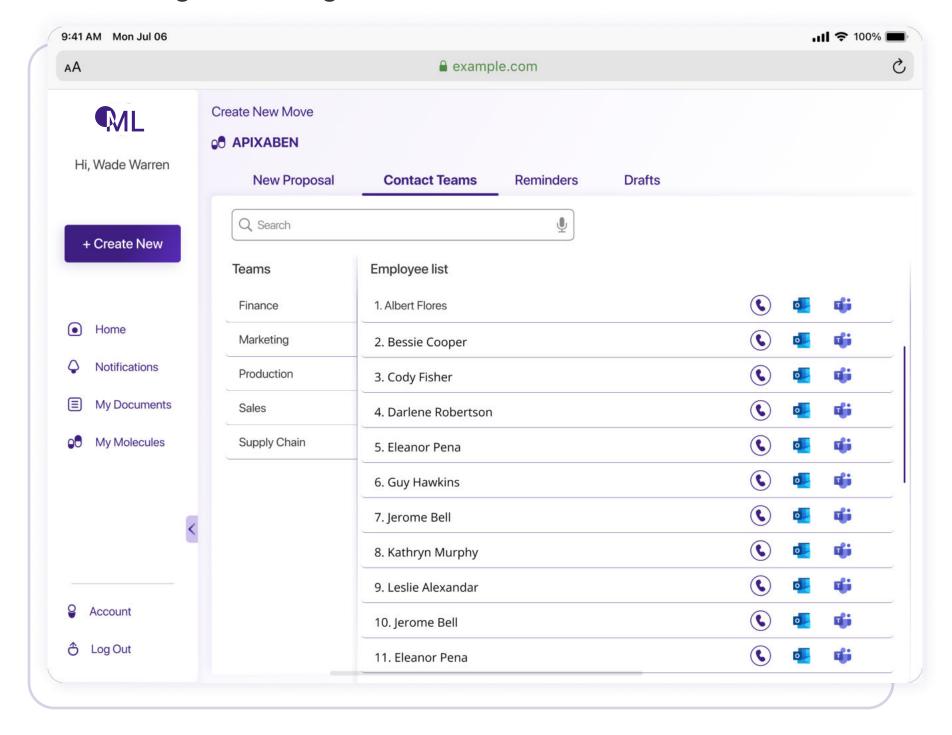
Ongoing Move_Progress Reports Page (Once in execution phase)





Task 4: Accessing information from sources and Communicating with teams

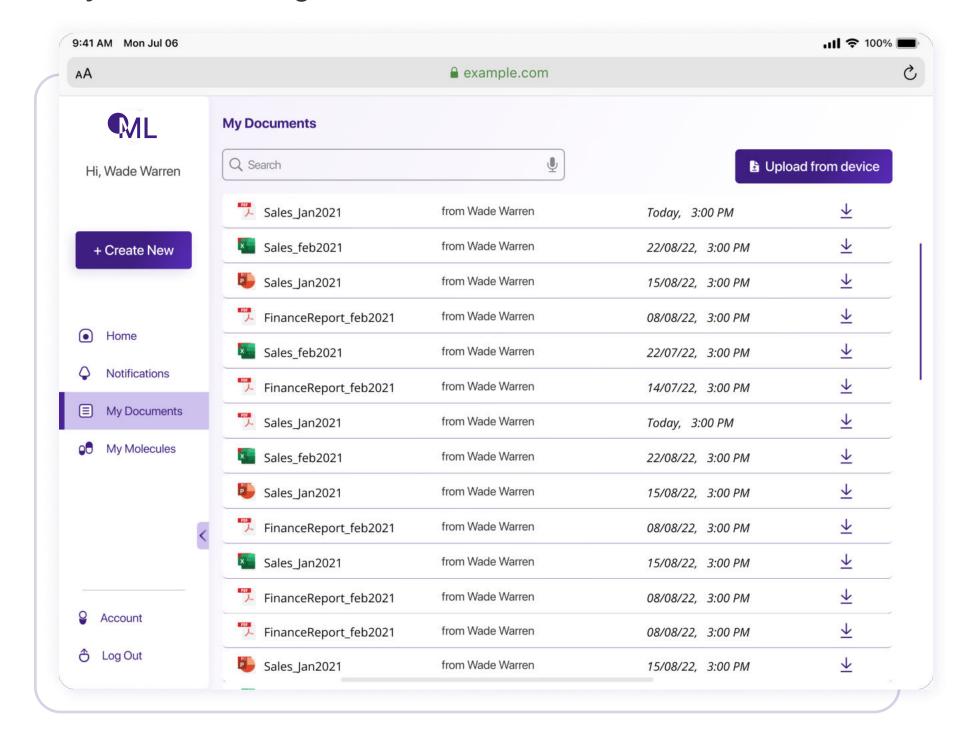
Contacting Teams Page



Laws and principles behind the screens:

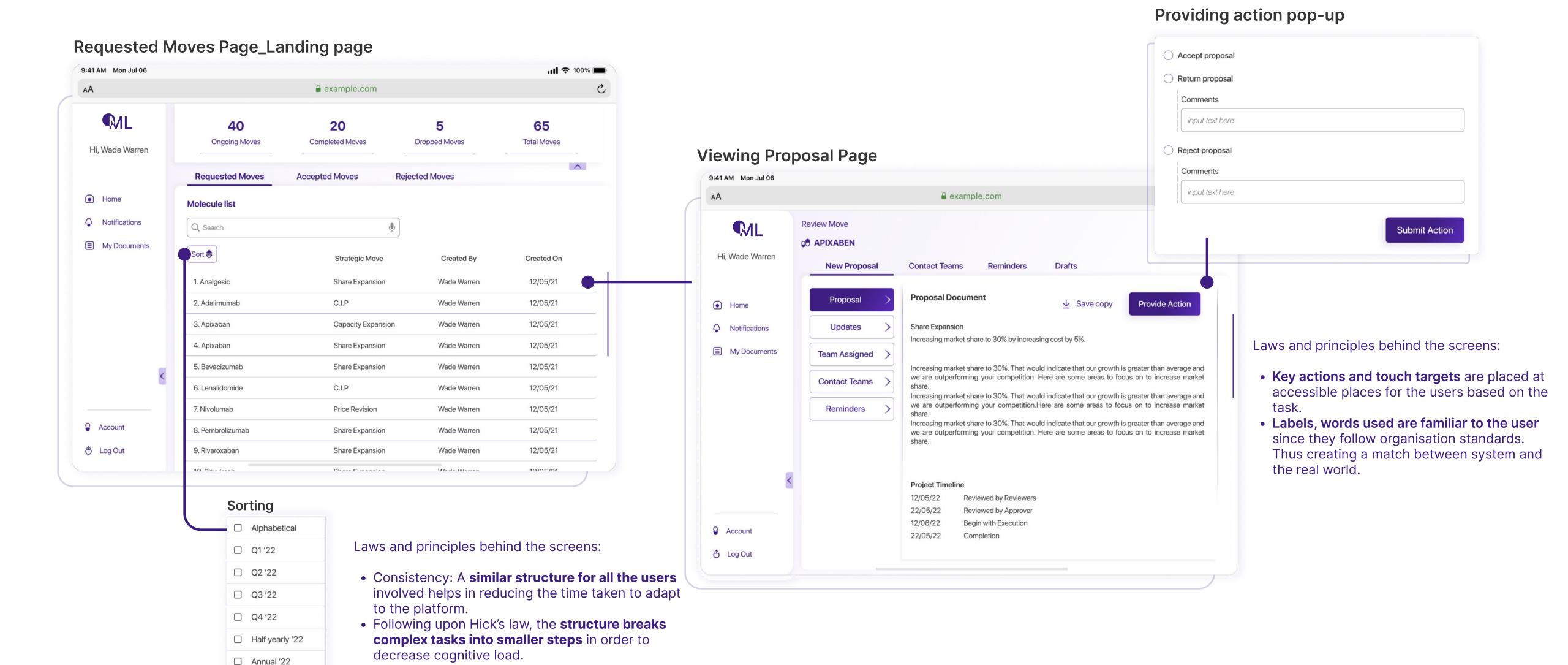
- Following upon Hick's law, the **structure breaks complex tasks into smaller steps** in order to decrease cognitive load.
- Law of common region: Tab bars on each page placed in proximity are perceived to share similar functionality, being elements of same group, that is, the headers for different pages.
- The **key actions** are made visually distinctive here.

My Documents Page



② User: Reviewers and Approver

Task: Reviewing proposal request sent and provide action



Link to Prototype:

https://www.figma.com/proto/xhfMIuU126BmIwWSE6xKuZ/Detailed-Design? node-id=0%3A1&viewport=345%2C652%2C0.11&scaling=min-zoom&starting-point-node-id=52%3A6492&show-proto-sidebar=1



Design System

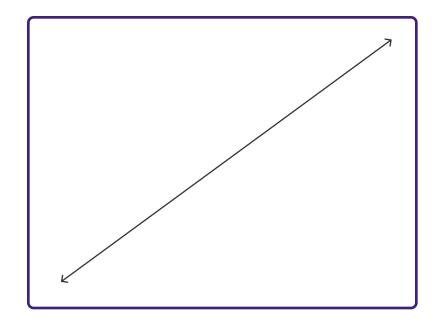
- Designing for an enterprise platform needs simpler elements/features for the user to easily navigate between key tasks of an already information heavy screen.
- Too much diversity in the design system here can lead to an increased cognitive load for the user.

Link to figma file:

https://www.figma.com/file/xhfMIuU126BmlwWSE6xKuZ/Detailed-Design?node-id=0%3A1

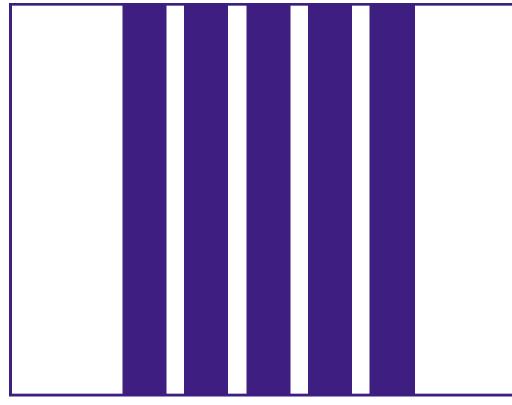
Basic Structure

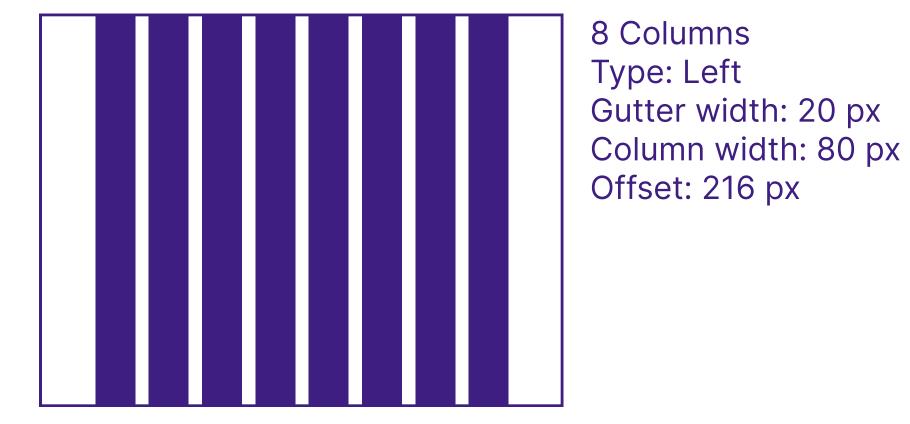
Screen resolution



1024 × 768

Columns

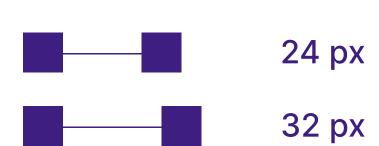




5 Columns Type: Left Gutter width: 24 px Column width: 136 px

Offset: 208 px





56 px

*more spacings of multiples of 8px based on requirements have been used.

Grid



Spacing *

Styleguide

Colors

Primary Colors



Secondary Colors



Gradients



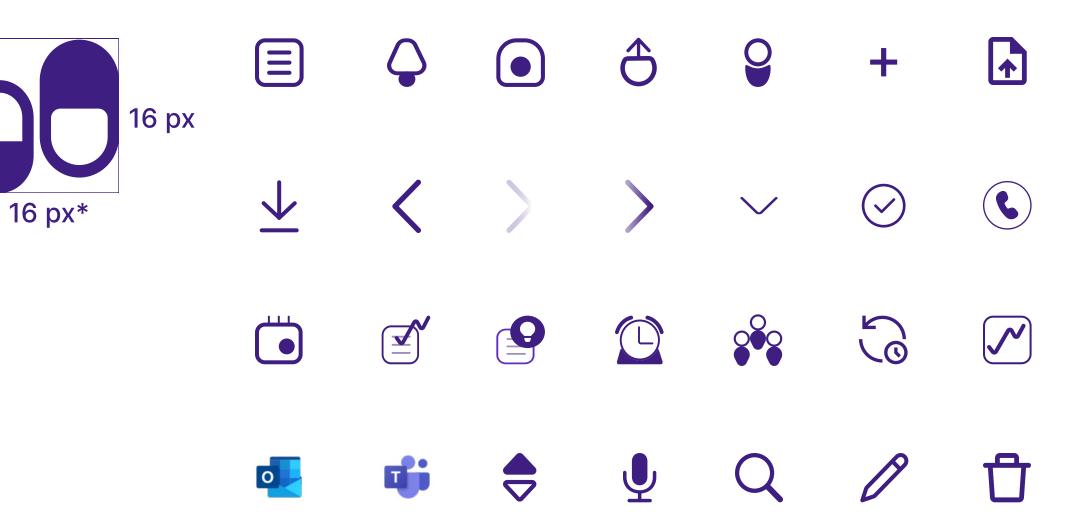
Typography



SF Pro Display

Name	Font Weights	Font Sizes
Statistics	Bold	24px
Heading 1	Bold	16px
Heading 2	Medium	16px
Heading 3	Medium	14px
Heading 4	Regular	16px
Heading 5	Regular	14px
Heading 6	Light Italic	12px

Icons



^{*}Width of all the icons are not the same due to shape restrictions

Components

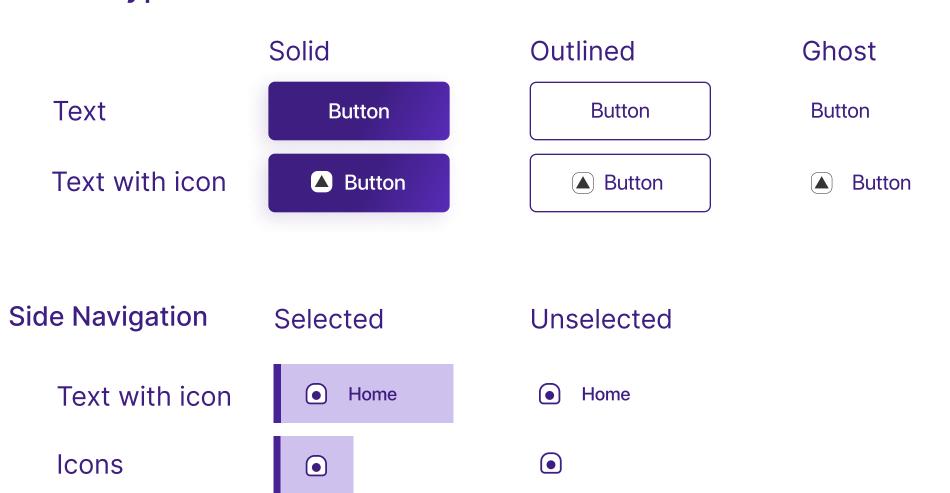
Input Controls

Buttons

Button sizes



Button types



Checkboxes Unchecked Default Checked Selected

Dropdowns



Date Picker

Horizontal Date Picker



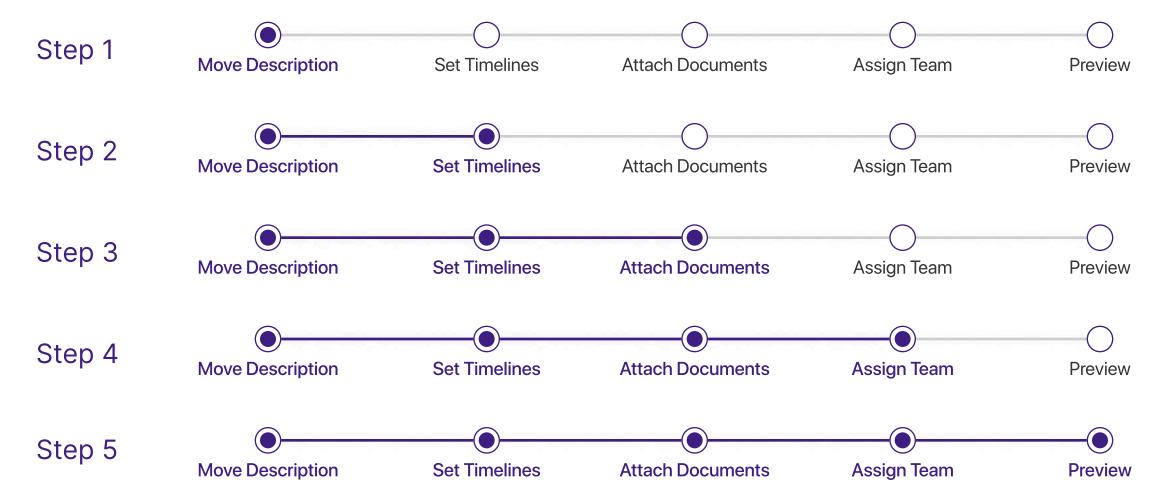
Calender

August 2020 < >						
Мо	Tu	We	Th	Fr	Sa	Su
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

9 Default

9 Selected

Stepper



Search

Default	Q Search	U
ocused		•

Text fields

Title
Input text here
Title
Title
Increasing market share to 30% by increasing cost by 5%.

Product Navigation

Tab bar

Selected Option 1

Default Option 1

Example Option 1 Option 2 Option 3

Back Button

Go Back

Minimise side navigation

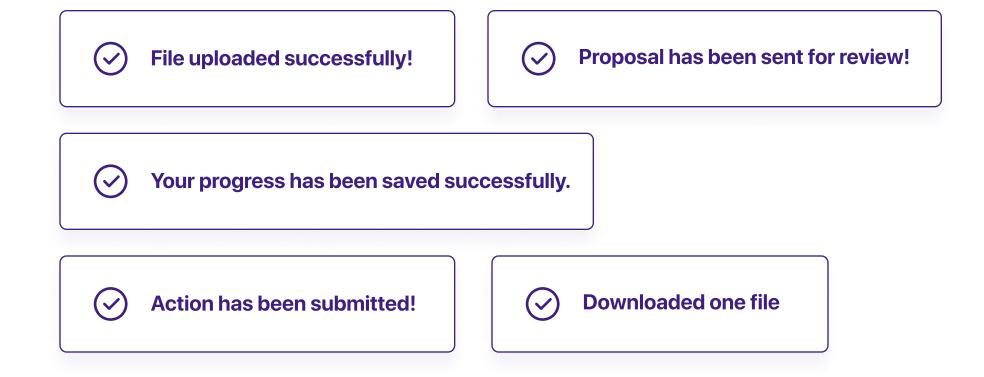
Miaximise side navigation

Close statistics bar

Open statistics bar

Information

Acknowledgement



Progress Bar

Stage 1

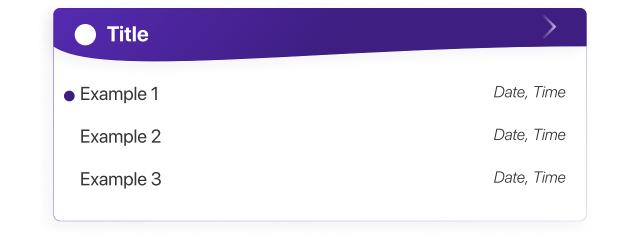
Stage 2

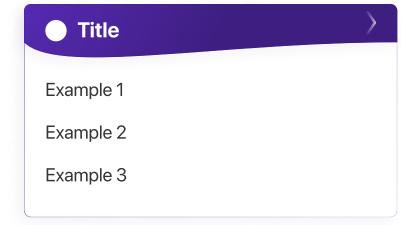
Stage 3

Stage 4

Containers

Cards





Open Card >
Latest Entry

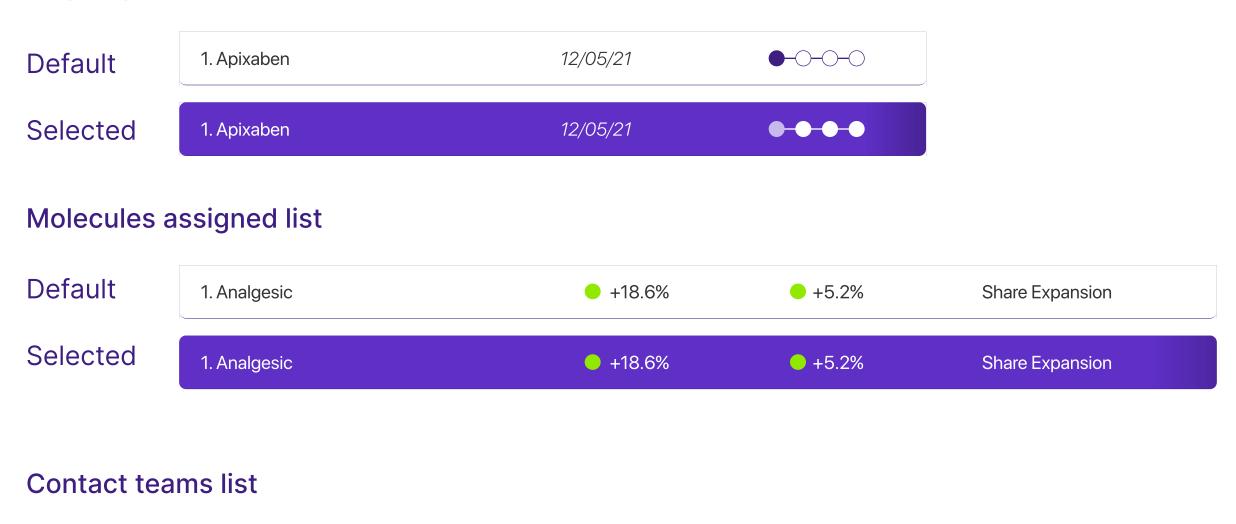
Multi Element Components

List components

Atoms

Name 1. Apixaben Date 12/05/21 Progress bar Datapoints +18.6% Strategy type Share Expansion **(** Icon group Owner name Wade Warren Clickable link Document_1 $\overline{\bot}$ Download

Ongoing moves molecule list





Requested move list

1. Analgesic	Share Expansion	Wade Warren	12/05/21
1. Analgesic	Share Expansion	Wade Warren	12/05/21

Progress reports list



Sort

Default	Option 1		
Selected	Option 2		
Example			
Default	☐ Option 1	Selected	Option 1
	Option 2		Option 2
	☐ Option 3		Option 3
	Option 4		Option 4
	☐ Option 5		Option 5

