

Optimizing The Proficient Lab's User Experience: Insights from User Interviews

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ABSTRACT

The Proficient Labs (TPL) platform is an electronic quality management system designed to enhance operational efficiency and facilitate seamless collaboration in life science laboratories. Tailored to meet the needs of modern laboratories, TPL integrates decentralized tools to streamline compliance, training, and documentation processes.

To enhance the platform’s usability and functionality, TPL collaborated with HITLAB to evaluate users' perceptions of the platform’s value through detailed interviews. The study, conducted by HITLAB researchers, involved structured interviews with platform users to assess factors such as ease of use, operational and financial benefits, and potential areas for improvement.

Key findings revealed that TPL significantly simplifies routine tasks and promotes efficient workflows, making it a valuable tool for laboratory managers, researchers, and compliance officers. Users expressed high satisfaction, particularly with the platform’s ability to streamline compliance management, boost productivity, and facilitate teamwork across laboratory teams and organizations. Feedback also highlighted areas where further refinement could enhance the platform’s intuitiveness and functionality for real-world applications.

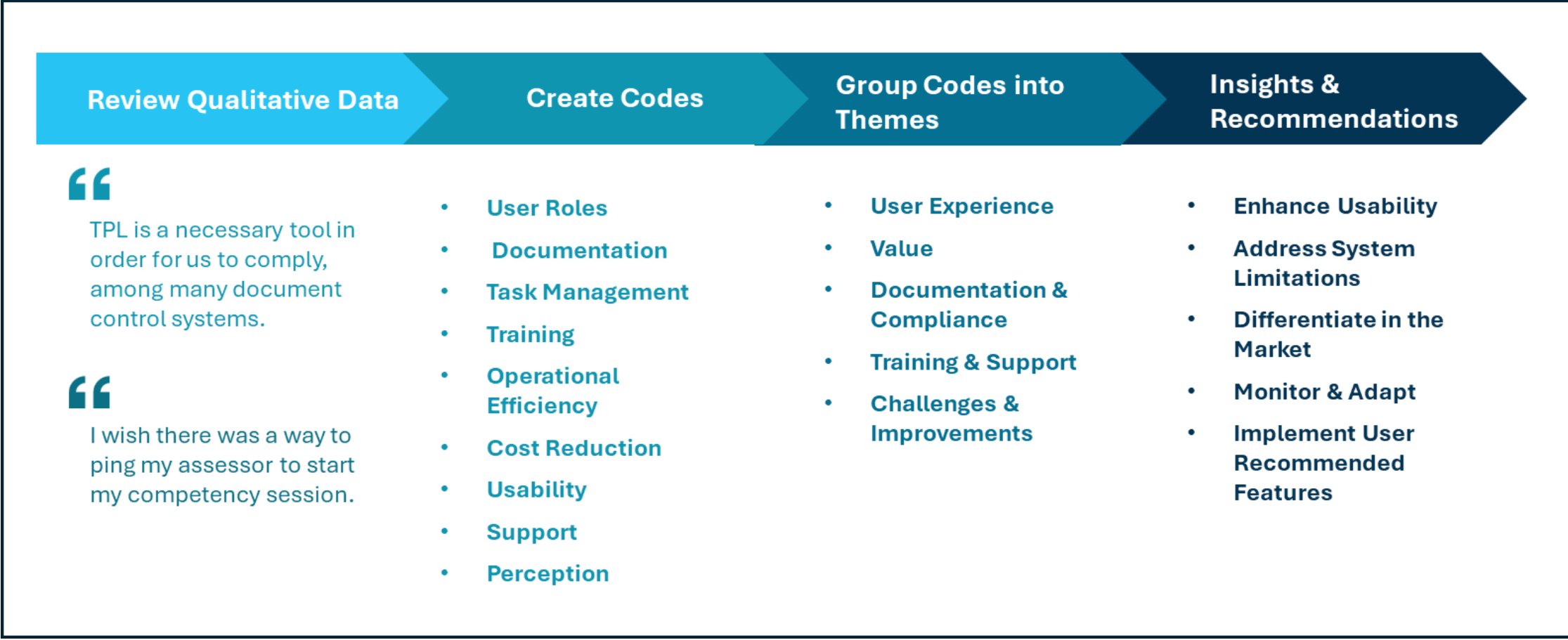
By continually incorporating user feedback and refining its features, TPL is poised to strengthen its position as a leading solution for modern laboratory management, empowering organizations to achieve improved efficiency, compliance, and collaboration.

OBJECTIVES

- To evaluate the impact of TPL on laboratory productivity, efficiency, and compliance.
- To gather user feedback on the usability of TPL, pinpoint areas for improvement.

STUDY METHODOLOGY

- The study included users from various lab management roles, including lab directors, managers, and supervisors.
- Interview questions were designed to explore user experiences with TPL, focusing on its impact on productivity, efficiency, compliance, financial outcomes, and areas for improvement.
- All interviews were conducted online via the Microsoft Teams application. The sessions were audio-recorded with the participants' informed consent for accuracy in data analysis.
- The recordings were transcribed verbatim, capturing all responses and feedback in detail to preserve the richness of participant insights.
- A deductive thematic analysis approach was employed to analyze the data. Predetermined codes based on the study’s objectives and key questions were applied to the transcriptions, systematically organizing the data into meaningful categories.
- The coded data were reviewed iteratively to identify recurring themes, patterns, and insights, such as shared challenges, perceived benefits, and suggestions for improvement. This iterative process ensured a thorough understanding of the participants' experiences and provided actionable insights.



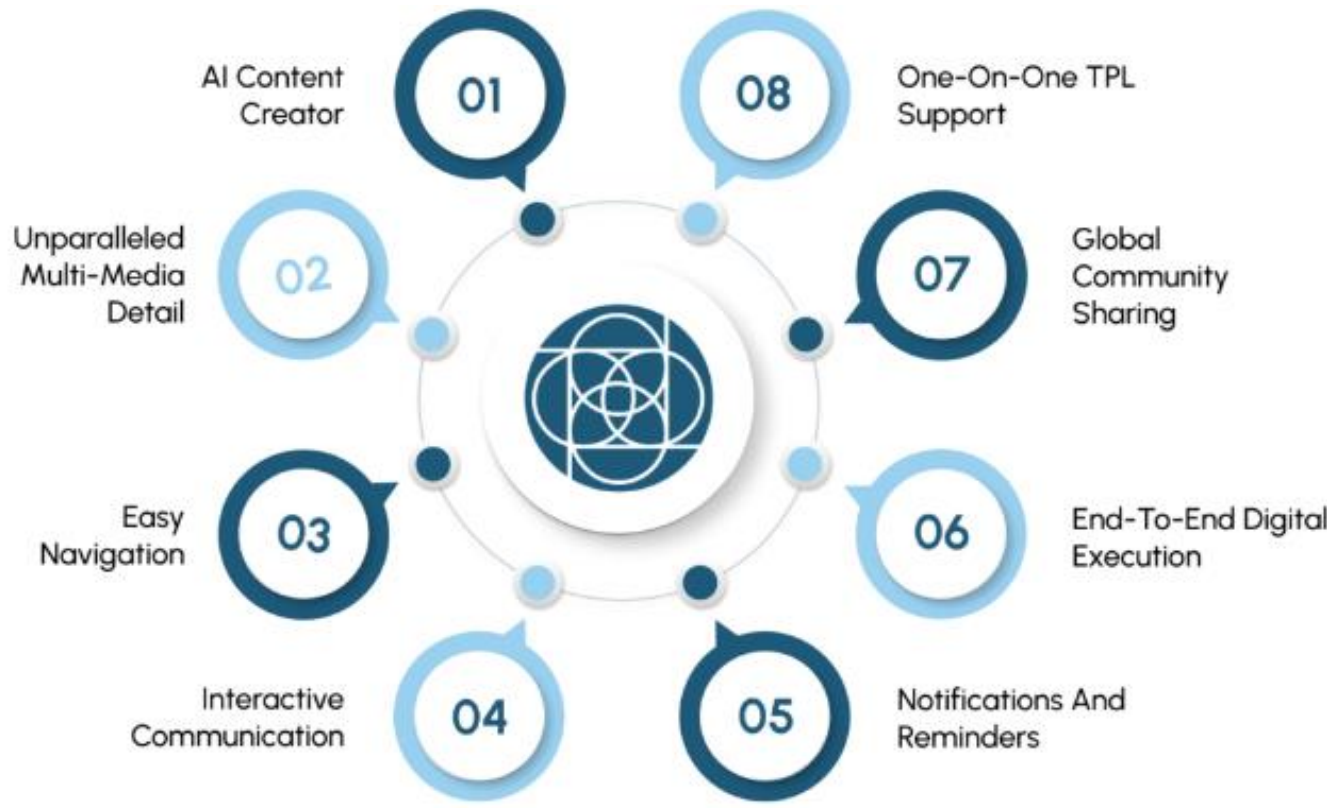
Unlocking Efficiency and Compliance with Proficient Labs

TPL transforms laboratory operations for managers, researchers, and compliance officers by simplifying routine processes and providing robust tools for scalability. It simplifies essential tasks such as compliance management, training, and documentation, enabling laboratory teams to work more efficiently, stay compliant with regulatory standards, and collaborate seamlessly. TPL’s flexible architecture supports labs of all sizes and adapts to diverse workflows, offering a comprehensive solution to meet the dynamic needs of modern laboratories.

Key Features of TPL

- Streamlined Compliance Tracking:** Real-time tracking ensures regulatory compliance and facilitates collaboration across labs.
- Effortless Collaboration:** Organizes meetings, discussions, and follow-ups, enhancing team productivity.

- AI-Driven Automation:** Automates tasks, offers suggestions, and optimizes workflows to reduce errors.
- Scalable and Flexible:** Customizable templates scale effortlessly as lab operations grow.
- Actionable Insights:** Dashboards provide data on training, compliance, and performance for better decision-making.
- Comprehensive Integration:** Unifies lab operations, reducing complexity and increasing efficiency.
- Automated Workflow Management:** Automates key workflows, ensuring timely task completion and reduced manual effort.



RESULTS

- The user interviews provided valuable insights into TPL's strengths and areas for improvement, offering a clear understanding of how the platform is perceived and utilized in real-world settings.

PLATFORM STRENGTHS

What Users Like

- Compliance Management**
 - Centralization:** The platform centralizes and organizes training, documentation, and compliance information, saving time and effort.
 - Compliance Tracking:** Training reminders and tracking features help maintain compliance.

Training Management

- Custom Training Modules:** Enables the creation of specialized training, ensuring consistency, relevance, and cost-effectiveness.
- Cloning Feature:** Allows adaptation and sharing of training materials while maintaining core content consistency.

Consistency & Scalability

- Consistency:** Facilitates effective comparison of processes across different labs, helping to identify and address discrepancies.
- Scalability:** Supports scaling of processes across multiple locations, ensuring uniformity and efficiency.
- Process Standardization:** Automatic version control, audit trails, and electronic signatures streamline workflows.

Usability

- Status Monitoring:** Allows tracking of events over time for better insights.
- Efficient Search:** Search functions for easy data retrieval.
- Color-Coded Dashboard:** Facilitates quick and easy understanding of the status.
- Support Features:** Screenshot tool for support tickets simplifies the troubleshooting process.

Efficiency & Savings

- Productivity:** Automates training management and reduces administrative tasks.
- Cost Savings:** Reduces costs related to physical training, documentation, and travel expenses.

PLATFORM CHALLENGES

User-Reported Hurdles

- Intuitiveness:** Users reported that the platform wasn’t as intuitive as expected, particularly when building training sessions and modules.
- Ease of use:** Navigation can be challenging with less frequent users often struggling with locating documents or understanding their pending tasks.

USER FEEDBACK

“TPL is a necessary tool in order for us to comply, among many document control systems.”

“TPL enhances work quality and productivity by automating training management and reducing the manager's workload through the reuse of pre-set modules.”

“The platform allows to cross-compare and ensure consistency across locations.”

“Compared to other document control platforms I’ve used, I think TPL is very smooth.”

ADDITIONAL FEATURES USERS DESIRE

Direct Task Notifications:
A feature that sends task notifications with an easily accessible task list within the platform, reducing the need to search for tasks.

Flexible Content Creation:
The ability to create free-text modules without being restricted by specific sections or formats.

Centralized Document Library:
A section which stores all documents in their current versions, simplifying access to important information and streamlining document management.

Training Session Requests:
The ability for users to request a training session to be initiated by the trainer, improving the completion rate of trainings.

CONCLUSIONS

The study highlighted a generally positive user experience with TPL.

Key takeaways:

- Platform Intuitiveness:** Users find the platform generally helpful but suggest improving its intuitiveness, particularly in training module creation.
- Compliance Management:** While TPL is not viewed as a direct tool for compliance, it is seen as an essential resource for simplifying compliance management.
- Operational Efficiency:** Users appreciate the operational efficiencies TPL brings, especially in reducing manual labor and administrative tasks.
- Benefits for Regular Users:** Regular users derive substantial value from the platform, citing its positive impact on daily training and compliance tasks, which enhances their productivity.

The study emphasizes the importance of refining usability to further enhance user satisfaction and overall experience. By enhancing the platform's intuitiveness and expanding its features, TPL can significantly elevate its value, driving even greater operational efficiency and compliance management for its users.

ACKNOWLEDGEMENTS

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