

Digitalisierungsprojekt Paketshop-Betreuung

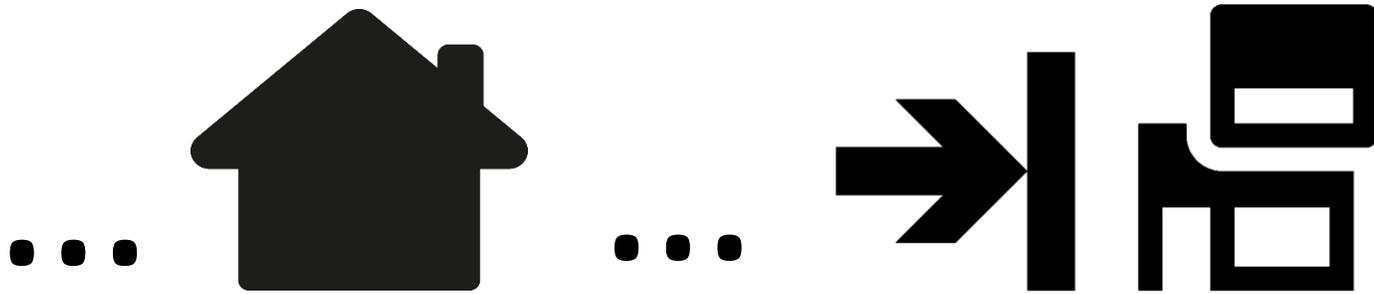
Intelligente Prozessunterstützung mit Sharepoint

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Gebrüder Weiss Paketdienst

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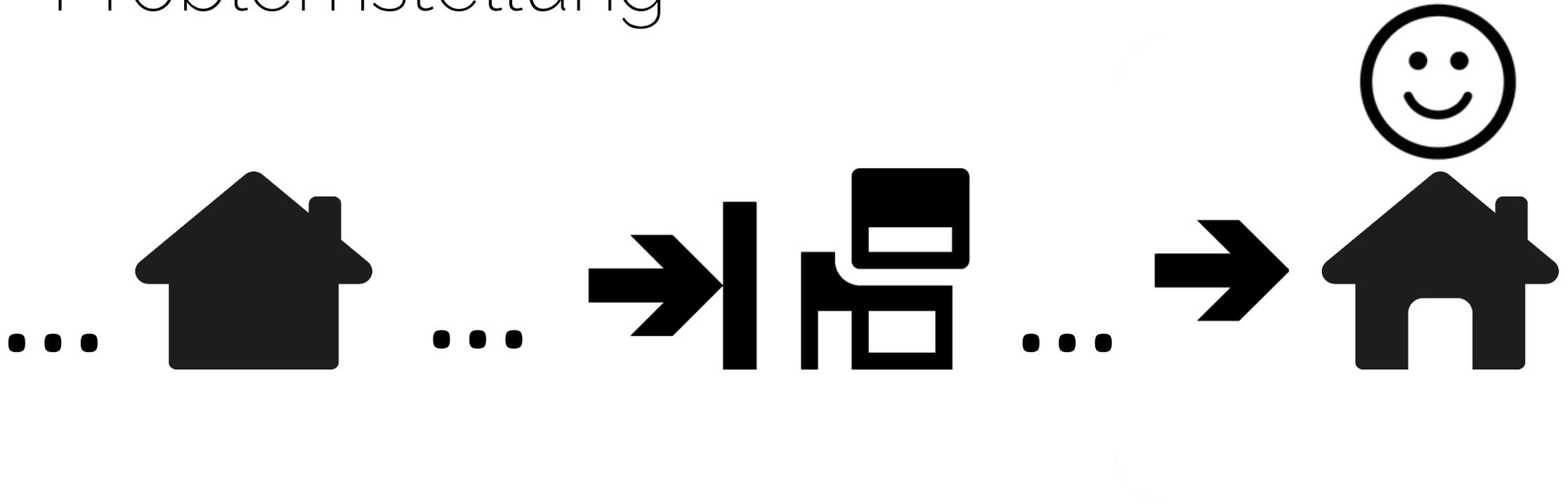
Problemstellung



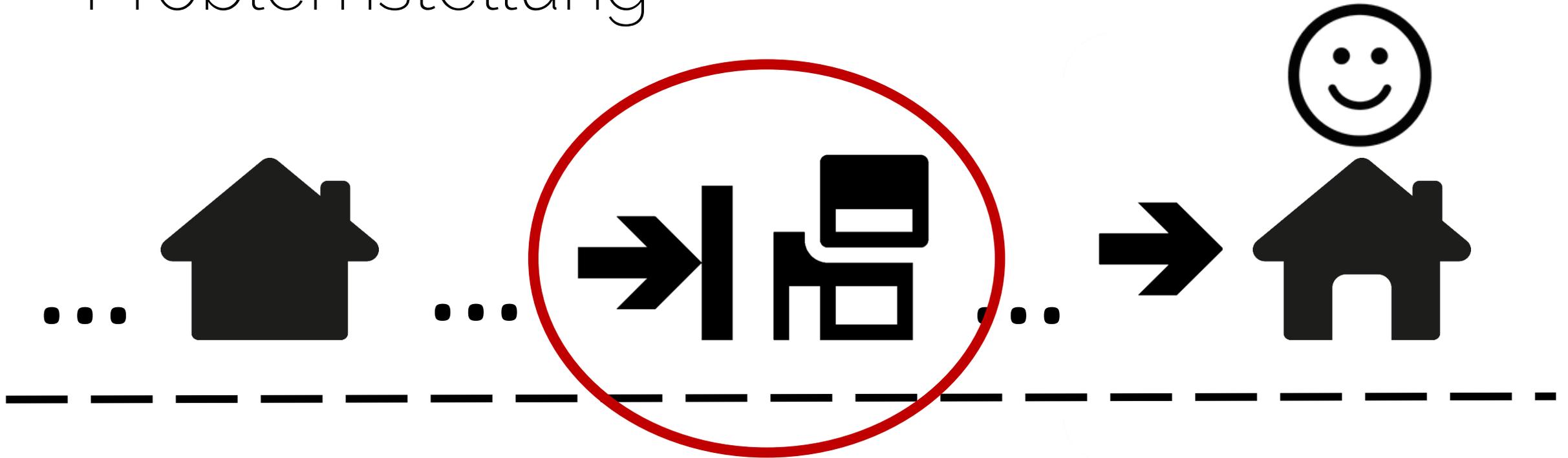
Problemstellung



Problemstellung



Problemstellung



PAKETSHOPMANAGEMENT

Problemstellung

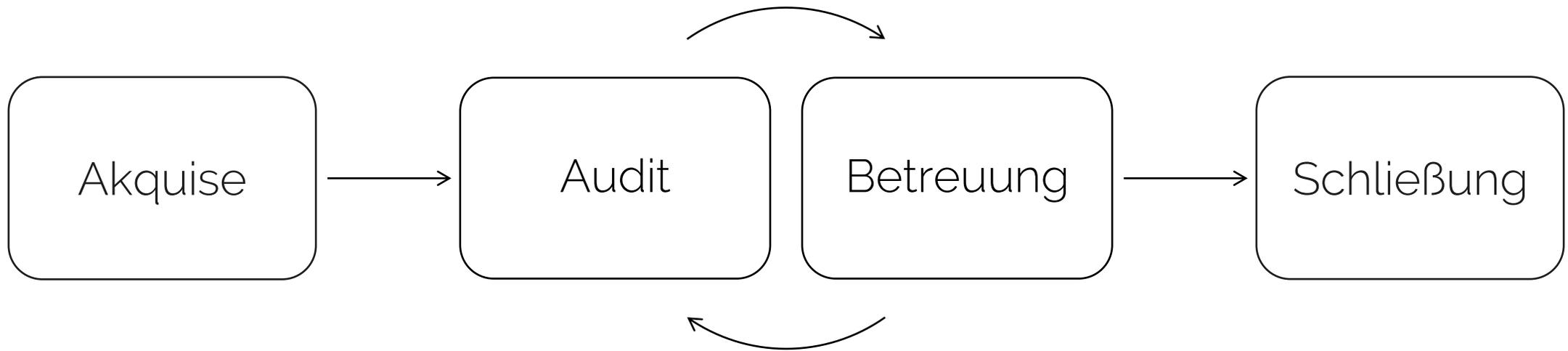
- Wachsende Anzahl von Paketshops
- Steigender Betreuungsaufwand durch mehr Pakete
- Immer größerer Anteil an administrativen Aufgaben

Ziel

- Digitalisierung der Administration
- Effizientere Betreuung
- Datenbasis für modernes Qualitätsmanagement schaffen

Herangehensweise

- Analyse des Ist-Stands der Paketshopmanagement-Prozesse



Konzeption

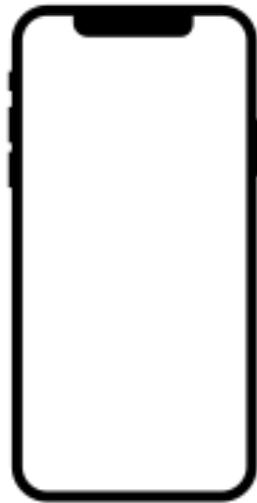
Die richtigen

Information/Daten/Funktionen

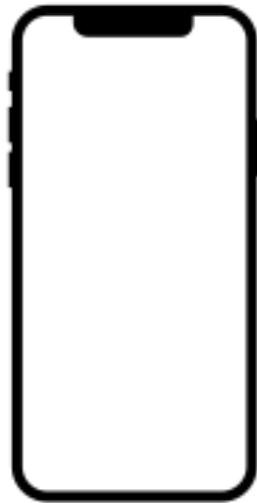
zum richtigen Zeitpunkt

dem richtigen Adressaten
bereitstellen.

Konzeption



Konzeption



Konzeption

The screenshot shows a mobile application interface for creating a new element in SharePoint. At the top, there is a dark header with the text "SharePoint" and a user profile icon labeled "KD". Below the header is a light gray bar with a red "Speichern" (Save) button and a menu icon. The main content area is titled "Neues Element" and contains a vertical list of form fields, each with a label and a text input field. The fields are: "PS Name *", "PS PLZ *", "PS Ort *", "PS Straße *", "PS Hausnummer *", and "PS Tel *". Each input field contains the placeholder text "Geben Sie hier einen Wert ein". At the bottom of the screen is a navigation bar with four icons: a back arrow, a forward arrow, a refresh/circular arrow, and a share icon.

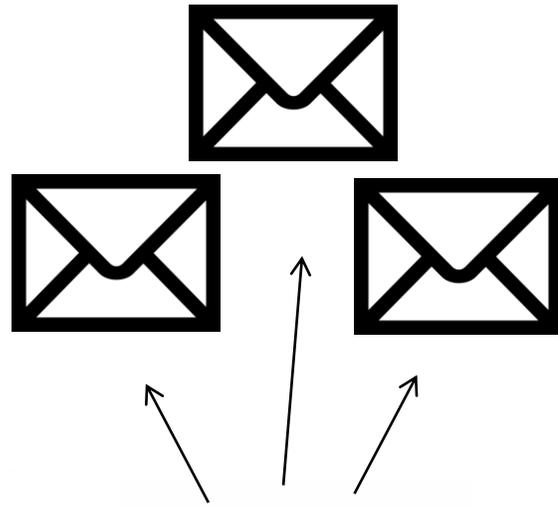
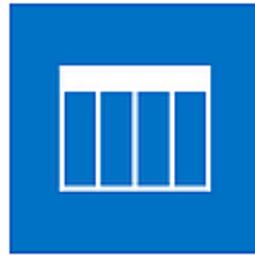
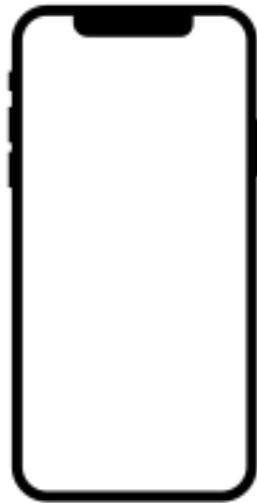
Konzeption

The screenshot displays a mobile application interface for a parcel shop. At the top, there is a dark header with the text "SharePoint" and a user profile icon labeled "KD". Below the header is a light gray bar with a red floppy disk icon and the text "Speichern". The main content area is titled "Paketshop *" and contains several sections:

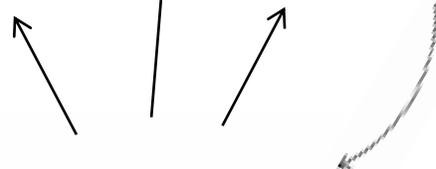
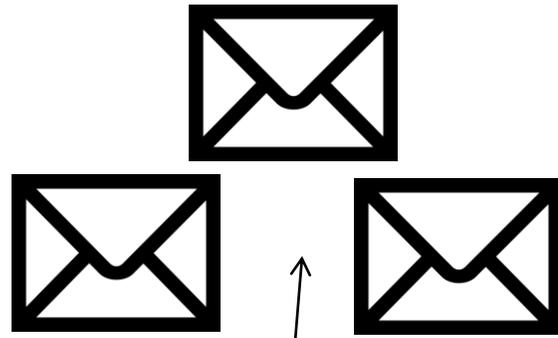
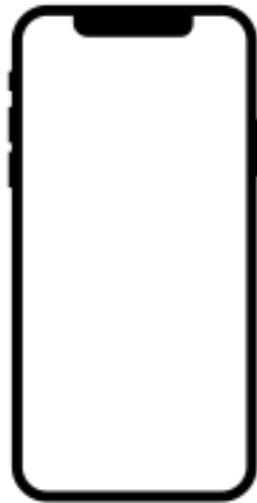
- Option auswählen**: A dropdown menu with a downward arrow.
- Paketlagerung**: A section with a red error message: "Dieses Feld darf nicht leer sein."
- Lager (abgetrennt)**: A checkbox that is checked, followed by a red toggle switch and the text "Ja".
- Paketzone gesichert**: A checkbox that is checked, followed by a red toggle switch and the text "Ja".
- Außenaustritt**: A section with a checkmark and the text "Pickup Aufkleber angebracht". Below this are two radio button options: "ja" (selected) and "nein+bestellen".
- Türschild in Verwendung**: A section with a checkmark and two radio button options: "ja" (selected) and "nein".

At the bottom of the screen is a navigation bar with four icons: a left arrow, a right arrow, a refresh icon, and a share icon.

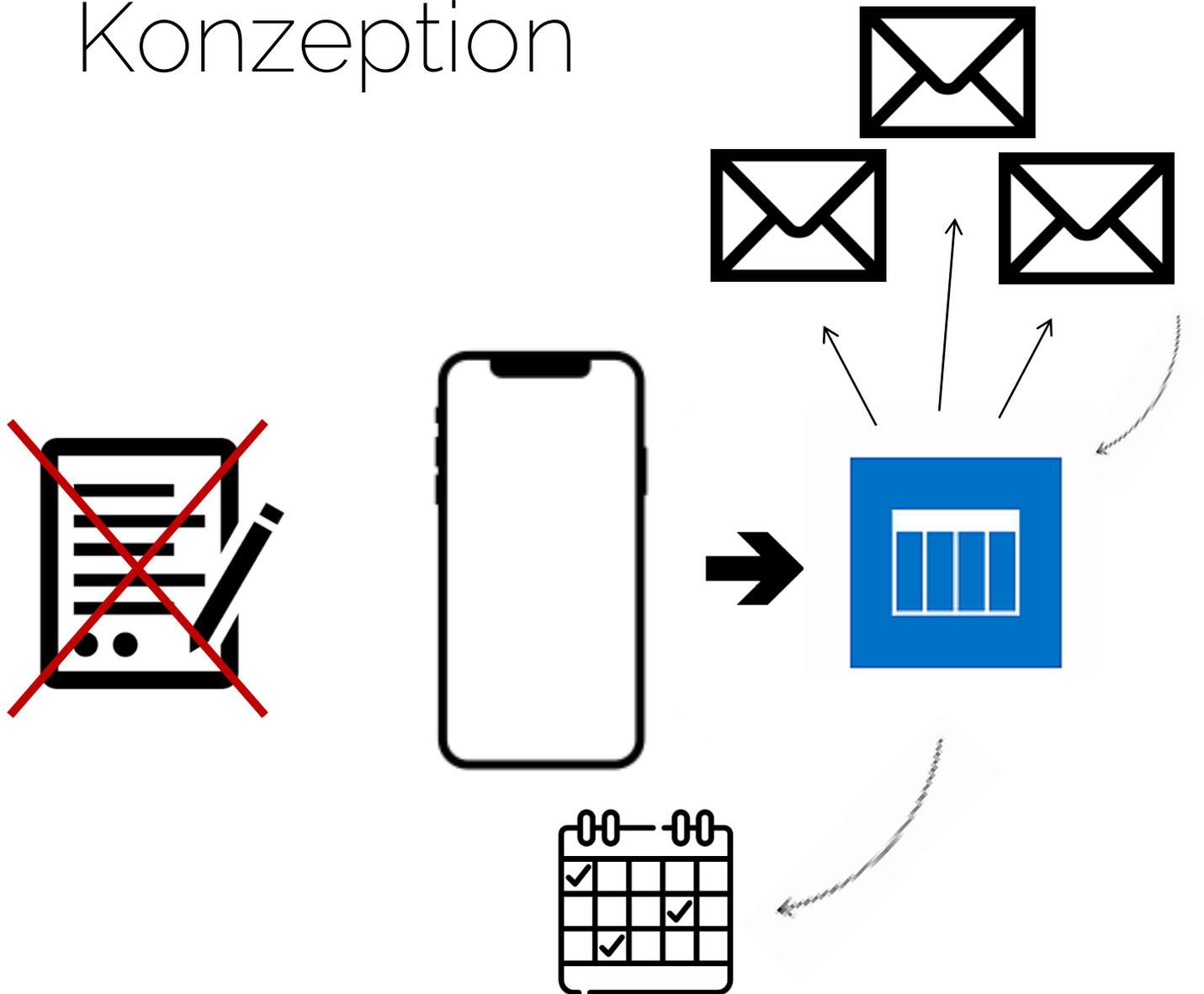
Konzeption



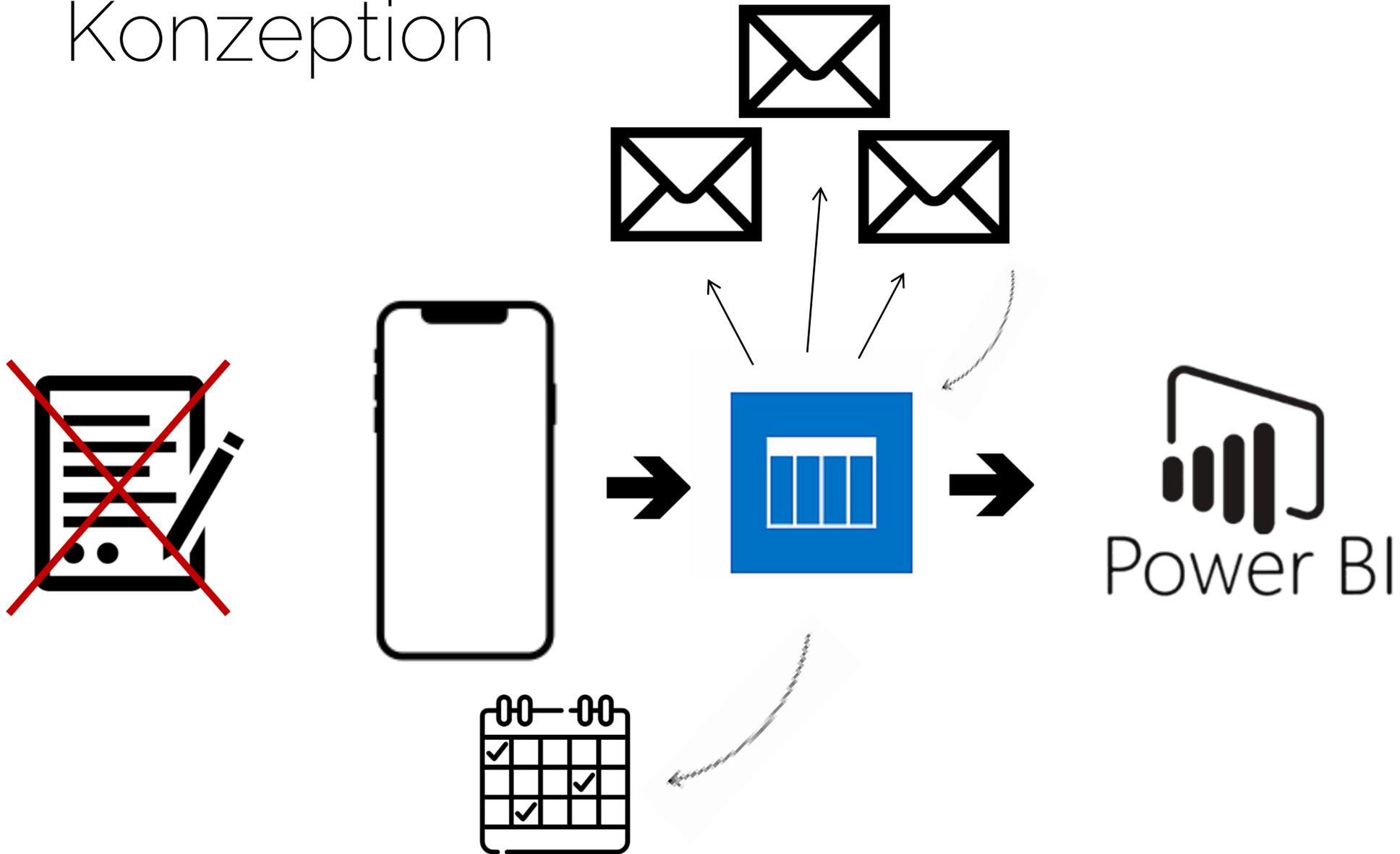
Konzeption



Konzeption



Konzeption



Ergebnisse

- Entlastung der Paketshop Betreuer und Betreuerinnen
- Optimierung von Arbeitsabläufen
- Papierloses Arbeiten auf einer individuell abgestimmten Plattform
- Automatische Termin- und Kontakt-Verwaltung
- Hohe Informationsqualität durch gezielte Information
- Vereinfachung angrenzender Kommunikation (Rückmeldungen)
- Daten-Basis für kontinuierliche Verbesserung
- Taggleiche, mobil nutzbare Auswertungen