7

My ≈ usual process

At the beginning of a project or new role as employee, I tend to look for alignment on the company's culture, roles and current processes, as well as an assessment of the UX maturity (perceived, expected, applied).
From there, further alignment on tasks types and their processes and tools which are of-course adaptable to context and always improved upon. From these here I subtract or add as needed contextually.

Discover

- Interviews;
- Surveys;
- Competitive analysis;
- Stakeholders mapping;
- Discovery workshops;
- Pains, expectations, opportunities;
- Afinity diagram;
- Research Analysis;
- Information hierarchy/taxonomy.

Envision

- User roles & Personas
- User tasks/flows/journey
- Envision workshop
- Card sorting
- UI/site map
- Human centered scope statement

Design & Pre-test

- Low to mid detail wireframes/drafts;
- User tests/Prototype;
- Accessibility review/audit;
- Style-guide/Design system;
- Live UI components library;
- Verify instruction texts, action and interaction labels/UX copy;
- Validation and alignment with representatives across teams;
- Identify technical context, limitations and implications;
- Identify need for monitoring, analytics, reporting - define success metrics/KPIs.
- Identify impact on existing functionality and APIs;
- Identify need for help content and training.

Prepare & help build

- Collaboration for preparing User story specific requirements;
- Use cases with happy and unhappy flows;
- Preparation of deliverables per User story and task: specific UI mocks, flows and status diagrams, access and interaction permission mapping, formats and validations;
- UI assist for HTML & CSS needs;
- Agility/assist for adaptation to technical or other interventions.

Monitor

- Analytics;
- Surveys (Confidence, Preference, NPS/SUS/SEQ);
- Live user tests and feedback sessions;
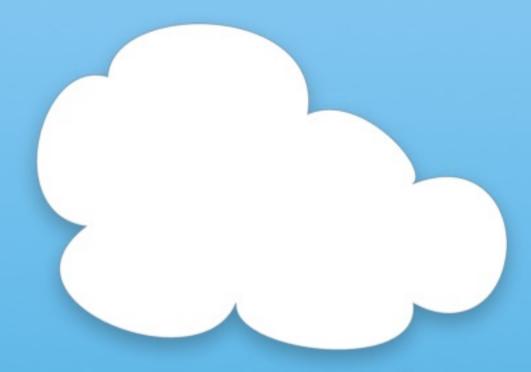- Contextual easy access to spontaneous feedback.

Iterate

- Analyze input and prepare report/recommendations;
- Communicate and align wih stakeholders;
- Prepare support for decision and prioritization.