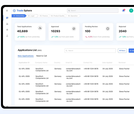
JUSPAY

Tradesphere Connect

Streamlined Supplier Evaluation & Management Platform

Duration & Project Type
3 Days | Interview Assignment



Project Overview

Tradesphere Connect is a supplier evaluation and management platform designed to streamline complex onboarding workflows. By introducing role-specific dashboards, real-time communication, and flexible routing, it eliminates coordination chaos.

Problem:

- Process Bottlenecks
- Lack of Visibility
- Manual Coordination
- Inefficient Resource Allocation
- Delayed Decision Making

Design Solution:

- Team-Specific Dashboards
- Flexible Workflow Routing
- Integrated Communication Threads
- Real-Time Status Tracking
- Consistent Design

Problem Statement

The supplier evaluation process suffers from **delays, miscommunication, and inconsistent documentation**—leading to extended cycle times and frustrated teams. This may be due to several factors like...

Siloed Team Workflows | Manual Coordination Gaps | Lack of Real-Time Visibility

If 10 applications are submitted, only 2–4 get processed smoothly, while the rest are delayed due to unclear ownership or missing information. This reflects process inefficiency—teams struggle to stay aligned and move applications forward without friction.

Project Assumptions

Since the initial problem was **broad and complex**, I made key assumptions about the supplier evaluation flow to establish clearer direction. These assumptions helped define **team roles, workflow stages, and communication gaps**—allowing me to design a more targeted and practical solution.

5-Stage Sequential Evaluation
Onboarding → Legal → Finance → Product Quality → Operation Capability

Inconsistent Documentation
Suppliers submit varying quality and completeness of required documents

Team-Based Ownership
Each stage has dedicated team responsible for specific evaluation criteria
Document & Data Assumptions

Missing Information
Common scenarios where additional details need to be collected mid-process

Non-Linear Process Flow
Applications may need to return to previous stages for clarification

Peer Review Requirements
Complex applications may require multiple reviewers within same team

Supplier Evaluation Process

Step 1
Onboarding Team
Task: Initial document review and responsible for collecting more info

Step 2
Legal Team
Task: Checking if all the documents of the supplier are legally correct

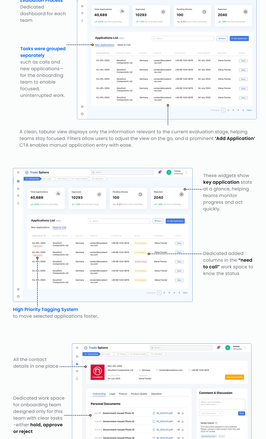
Step 3
Finance Team
Task: Ensuring that company finance are vital.

Step 4
Product Quality Team
Task: Checking product quality and customer satisfaction

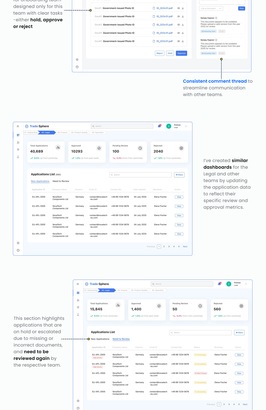
Step 5
Operational Team
Task: Operational capability assessment and finally accepting or rejecting an application

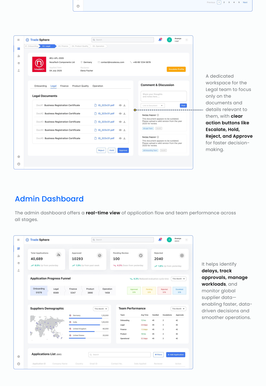
Final Design

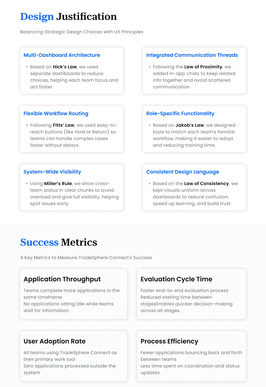
After identifying core workflow issues, I designed the screens with a **cleaner UI** and created consistent **role-specific dashboards for each team**. The new design improves clarity, reduces task switching, and supports focused, efficient evaluations.



A clean, tabular view displays only the information relevant to the current evaluation stage, helping teams stay focused. Filters allow users to adjust the view on the go, and a prominent **'Add Application'** CTA enables manual application entry with ease.



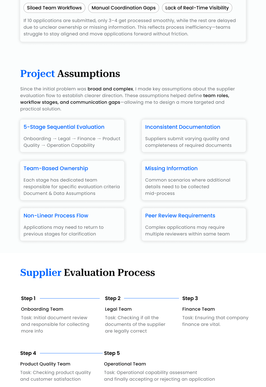






Admin Dashboard

The admin dashboard offers a **real-time view** of application flow and team performance across all stages.



Design Justification

Balancing Strategic Design Choices with UX Principles

Multi-Dashboard Architecture
- Based on **Hick's Law**, we used separate dashboards to reduce choices, helping each team focus and act faster.

Integrated Communication Threads
- Following the **Law of Proximity** we added in-app chats to keep related info together and avoid scattered communication.

Flexible Workflow Routing
- Following **Fitts' Law**, we used easy-to-reach buttons (like Hold or Return) so teams can handle complex cases faster without delays.

Role-Specific Functionality
- Based on **Jakob's Law**, we designed tools to match each team's familiar workflow, making it easier to adapt and reducing training time.

System-Wide Visibility
- Using **Miller's Rule**, we show cross-team status in clear chunks to avoid overload and give full visibility, helping spot issues early.

Consistent Design Language
- Based on the **Law of Consistency**, we kept visuals uniform across dashboards to reduce confusion, speed up learning, and build trust.

Success Metrics

4 Key Metrics to Measure Tradesphere Connect's Success

Application Throughput
Teams complete more applications in the same timeframe
No applications sitting idle while teams wait for information

Evaluation Cycle Time
Faster end-to-end evaluation process
Reduced waiting time between stages/handoffs
Enables quicker decision-making across all stages.

User Adoption Rate
All teams using Tradesphere Connect as their primary work tool
Zero applications processed outside the system

Process Efficiency
Fewer applications bouncing back and forth between teams
Less time spent on coordination and status updates

My learnings

This project emphasized how strategic UX decisions go beyond usability—they directly impact team efficiency and overall system performance. I learned that designing with clarity, simplicity, and user roles in mind not only streamlines workflows but also fosters faster decisions, better collaboration, and reduced evaluation time—**proving that good design is as much about solving problems as it is about visual appeal.**

Thank you for your time!