

Mangold Usability & Behavior Research Lab in Malaysia

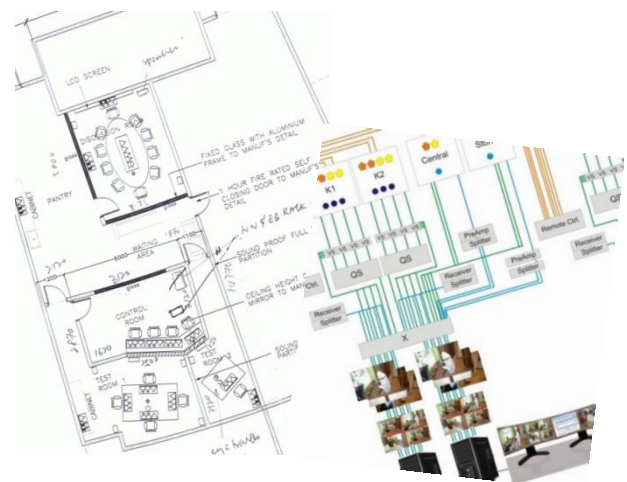


Universiti Teknologi Mara (UiTM)
Faculty of Computer and Mathematical Sciences
User and Science Engineering Lab (USE Lab)
Shah Alam, Selangor, Malaysia

Challenge

From the tender: „Faculty of Information Technology and Quantitative Sciences, FTMSK is building an Human Computer Interaction Lab at the new faculty building in Shah Alam, Selangor. The Lab will be used for teaching and research of behavioral studies by undergraduate and graduate students and teaching staff of the faculty. This lab will also be used to provide services to industry players and seeks to be a National Center for Behavioral studies in the country. The HCI Lab will be a complete and fully functional facility comprising of hardware, software and inter-connecting interfaces that is integrated into a system capable of supporting the functions of teaching, learning and research. “

Based on those discussions the architects drawings have been amended by Mangold so that the clients' stakeholders could proceed with constructing the new lab facilities.



Mangold Project Activities

Planning and Consulting

Mangold took full responsibility for Project- and Quality- Management, for all its offered products and services. Mangold discussed the full project and details concerning the lab with the client and their stakeholders (mainly architects, construction workers, internal-IT department and facility management).

System Design

The Mangold procedure for lab projects is to create a full system design, label every technical system component, down to each single cable and connector. For this particular project, the system design resulted in quality assurance checklists, shipment documents, technical documentation and acceptance protocols for final acceptance and function tests.

International Handling and Custom



Mangold purchased products from the following locations for this project: Germany, Canada, Sweden and China. Our local partner added products from Malaysia. All customs issues and international shipment paperwork have been handled by Mangold and its local partner.

On-Site Installation

A team from Mangold travelled on-site and supervised the installation which was done by the local partner. The



installation included inventory checks of all shipped items, unpacking, wiring, assembling of components, installation of software, and system configuration. Finally, the system was accepted by the client after following a very detailed acceptance protocol for each single workstation and system component.

Training

Different groups with different research needs have been trained on the client side.

The on-site Mangold team provided individual hands-on training for the different participants. Training not only included technical aspects, but also the practical use in scientific research projects. The training took one full week.



Quality Management

The acceptance protocol had been reviewed by the client at a very early stage of the project. This is a standard Mangold procedure in order for both parties to have the same understanding of the final goals and functionalities of the entire lab.

The Mangold ERP system keeps track of all items throughout the entire process, from purchase order to final installation. This assures a fast response time if any questions arise during the project phase or during maintenance.

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