



# Final Sprint Review



DIY Candle Kit Revamp  
Team Scrumptious



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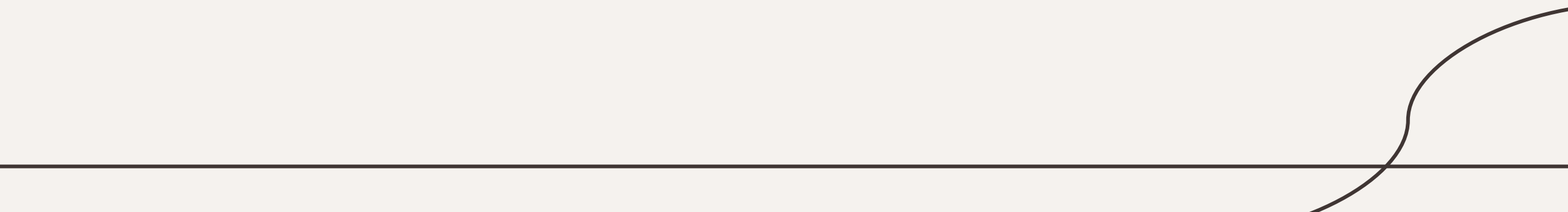
# The Beginning...

Introduction of Project from Wes at Milwaukee Candle Company

- DIY Kits take over 10 minutes for us to pack due to a lack of custom packaging, fragile materials, and lack of demand to hold inventory
  - Our kits lack customization options that allow our customers to craft their own unique scent. They are simply doing the labor of putting together a Milwaukee Candle Co candle.
  - The unboxing experience for our customers is messy due to the packaging materials.
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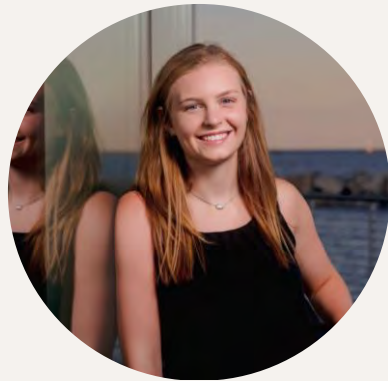
# Measures of Success

- Product should take less than 4 minutes to assemble
  - Customers need to be able to blend their own custom scents
  - Retail price should be between \$50-\$60
    - Material and labor costs per unit need to be \$12.50-\$15
  - Current brand aesthetic should be maintained or slightly elevated
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# Meet the Team



Nancy Ismail  
SCRUM Master



Olivia Eldredge  
Product Owner



Debra Nygren  
Developer



Kytric Brownlee  
Developer



Alex Lyons  
Developer

# Team Charter

## SCRUMptious Team Charter

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### Roles & Responsibilities

Name	Role
Kytric Brownlee	Developer
Olivia Eldredge	Product Owner & Developer
Nancy Ismail	SCRUM Master & Developer
Alex Lyons	Developer
Debra Nygren	Developer

Name of Role	Role Responsibilities
Developer	<ul style="list-style-type: none"><li>- Organizes and manages own work</li><li>- Creates and refines user stories</li><li>- Defines, builds, tests, and delivers user stories</li></ul>
Product Owner	<ul style="list-style-type: none"><li>- Owns the product backlog</li><li>- Prioritizes backlog items</li><li>- Works to get answers to developer questions</li><li>- Communicates directly with Stakeholder</li></ul>
SCRUM Master	<ul style="list-style-type: none"><li>- Enforces Agile behavior</li><li>- Runs team meetings</li><li>- Removes impediments and barriers</li></ul>

### Communication

#### Tools

We will communicate over MS Teams in a group chat for general updates outside of class time and for coordinating meeting times outside of class time.

We will share documentation in MS Word documents, giving each other editing permissions, and sending the link to the file in our MS Teams chat.

We will use [Trello](#) to house backlog items (BLIs) and act as a **Kanban board**. We will also use Trello to keep track of client questions that we need to ask and any questions which have already been answered.

We will use [Mural](#) as a springboard for a **Lean UX Canvas**, aiding in the identification of the business problem we are solving. Our **Sprint goals and estimated capacity** for each week will also be held here.

#### Transparency

One of the pillars of SCRUM is transparency. Team members will let each other know as soon as possible if it seems like they are running behind on a sprint, or if they will miss a class, or if something else is happening in their life that is impacting their ability to commit to the team.

#### Dissenting Views

During Sprint planning or other discussions between developers, if a team member disagrees with something or has a differing view, they are encouraged to voice it. Both sides will maturely discuss the situation and will come to a consensus before moving forward.

If no consensus can be reached, additional developers will become involved in the discussion, and as a last resort, the team will ask the instructor for assistance.

#### Inclusion

All developers are expected to contribute to Sprint planning, Sprint Demos, Sprint Retros, Standup meetings, and other discussions that pertain to the entire team. Team members should take note to ask developers for their opinions about a topic, if they have yet to share.

If developer seems to be taking on more than their fair share or not letting other team members contribute, the team should let them know and work to come up with a solution.

#### Definition of Done

Our team agrees that for a backlog item to be considered done, it must meet the following criteria:

- AC is met
- For bigger BLIs (5+), another developer has looked at it and given a thumbs up

### Product

#### Product Name and Description

Our team has been entrusted by The Milwaukee Candle Co. to revamp their DIY Candle Kit, designed to bring the essence of the Glassnote Candle Bar experience directly into customer's homes. This comprehensive kit includes everything necessary for users to effortlessly create their own candles in the comfort of their own space.

#### Business Problem(s)

As a team we have discovered four main business problems to focus our attention on:

- **Laborious and Long Building Process:** Uninterrupted, the process to build each DIY kit takes approximately 10 minutes, our team has been asked to reduce that time to four minutes, or less
- **Messy Packaging Materials:** The current packaging material is grass cardboard, which is a very messy material, therefore creating an undesirable cleanup for the users. Our team wants to investigate other materials that could work better
- **Add Value:** The scents offered for the DIY kit are currently no different than the already-made scents offered by the company. Our team has been tasked with finding ways to add value proposition to the candles through scent customization
- **Unnecessary Items in the kit:** After assessing what comes in the kit, our team thought there were some unnecessary single-use products in the kit. We need to figure out if this is true and find different ways to reuse or recycle these items

#### Additional Notes for Sprint 0

Our team created 35 BLIs for the February 19<sup>th</sup> deadline, and they are archived on our [Trello](#), all the way to the right. When we got together to groom/refine them and with the coaching of David, we realized that we were writing the wrong scope of stories.

After spending more time figuring out our group dynamic and estimating, we are more confident with the few BLI we have. We're finding it difficult to come up with detailed BLI for future sprints, as there is a lot of uncertainty. We know we can always change or add new BLI, but we feel like we can't create any more BLI at this time because we just don't have the right knowledge yet. This could be because we are trying to improve upon a physical product and not software, or because we are inexperienced with Agile and SCRUM and are trying to get our footing.

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# Definition of Done (DOD)

- AC is met
- Team member has confirmed AC has been met
- BLI has been reviewed by a team member to check for errors or identify room for improvement
- Documentation is complete & linked to card
- Documentation is shared so anyone with the link can edit

# Our Backlog

The screenshot displays a Trello workspace for 'SCRUMption Agile Team'. The interface includes a top navigation bar with 'Workspaces', 'Recent', 'Starred', and 'Templates' menus, and a search bar. The left sidebar shows workspace settings and board management options. The main area features a Kanban board with four columns: 'Backlog', 'To Do', 'Doing', and 'Done'. The 'Backlog' column contains six cards, including 'Order Stamps?', 'Deliver all quotes for egg carton packing material', 'Distinguish between making a DIY candle and purchasing one with the same scent', 'What kind of scent profiles are there? (5)', 'DIY Press kits for media use', and 'Peer Feedback'. The 'To Do' and 'Doing' columns are currently empty. The 'Done' column contains seven completed cards, such as 'User testing of new kit 4 (5)', 'Instruction guerilla testing (3)', 'Put together final presentation (13)', and several 'Illustrator stamp design' cards. A right-hand sidebar shows a 'Questions in Gene' section with a card 'Let David know rig giving him a kit be within our current' and an 'Add a card' button. A 'Try Premium free' button is visible at the bottom left.

# Lean UX

## Lean UX Canvas

Title: \_\_\_\_\_ Date: \_\_\_\_\_  
Iteration: \_\_\_\_\_

<h3>Business Problem</h3> <p>What business have you identified that needs help?</p> <p>1</p> <ul style="list-style-type: none"> <li>Problem 1: Long and laborious process to create each DIY kit</li> <li>Problem 2: Packaging material creates an unnecessary mess for the user</li> <li>Problem 3: There is no benefit to the DIY candle kit currently, no personalization</li> <li>Problem 4: There is a lot of unnecessary items in the kit (Wick, pencil)</li> </ul>	<h3>Solution ideas</h3> <p>List product, feature, or enhancement ideas that help your target audience achieve the benefits they're seeking.</p> <p>2</p> <ul style="list-style-type: none"> <li>Find alternative to gross packaging while following eco-friendly practices. Potentially having one continuous piece of thin cardboard/packing paper, or compartmentalizing the box.</li> <li>Showing other uses for single-use products in the kit</li> </ul>	<h3>Business Outcomes</h3> <p>(Changes in customer behavior)</p> <p>What changes in customer behavior will indicate you have solved a real problem in a way that adds value to your customers?</p> <p>3</p> <ul style="list-style-type: none"> <li>Increase in kit sales</li> <li>Positive reviews and feedback pointing traffic to the kit</li> <li>Reduced build time</li> <li>Scents customization</li> </ul>
<h3>Users &amp; Customers</h3> <p>What types of users and customers should you focus on first?</p> <p>4</p> <ul style="list-style-type: none"> <li>Customer: Midwest resident or ex-resident</li> <li>Customer: had an experience at Glassnote</li> <li>User: Likes candles</li> <li>User: Using the gift but didn't purchase product</li> <li>Customer: Purchasing as a gift</li> </ul>	<h3>Solution ideas</h3> <p>Reorganizing (and/or repurposing boxes in) the kit shelving to increase visibility and improve packaging experience.</p> <p>5</p> <ul style="list-style-type: none"> <li>Customization:             <ul style="list-style-type: none"> <li>Allow customers to choose scent(s) when they order kit.</li> <li>Kit comes with selection of scents for user to mix themselves.</li> </ul> </li> <li>Using a spray bottle instead of a scrub so that they don't have to move around as much</li> </ul>	<h3>User Benefits</h3> <p>What are the goals your users are trying to achieve? What is motivating them to seek out your solution? (e.g., do better at my job OR get a promotion)</p> <p>6</p> <ul style="list-style-type: none"> <li>Customer: Supporting local, eco-friendly and handmade business</li> <li>User: Try something new, satisfaction of making own candle, customized scent</li> <li>Stakeholder: Decrease time on task to build kit, create custom experience</li> <li>General: Create the candle, open the box and make the candle</li> <li>Creating a visible product to show off</li> <li>Creating a more diverse experience towards the product</li> <li>Gift a diy candle it</li> </ul>
<h3>Solution ideas</h3> <p>Combine the assumptions from 2, 3, 4 &amp; 5 into the following template hypothesis statement: "We believe that [business outcome] will be achieved if [user] attains [benefit] with [feature]."</p> <p>Each hypothesis should focus on one feature.</p> <p>7</p> <ul style="list-style-type: none"> <li>We believe that our users will be more satisfied with the kit if we provide a more eco-friendly packaging solution.</li> <li>We believe that our users will be more satisfied with the kit if we provide a more personalized experience.</li> <li>We believe that our users will be more satisfied with the kit if we provide a more convenient packaging solution.</li> <li>We believe that our users will be more satisfied with the kit if we provide a more diverse experience.</li> </ul>	<h3>What's the most important thing we need to learn first?</h3> <p>List product, feature, or enhancement ideas that help your target audience achieve the benefits they're seeking.</p> <p>8</p> <ul style="list-style-type: none"> <li>Visit the Milwaukee Candle Co. workspace, so we can access the effectiveness of their current organization structure, time on task and, overall workspace.</li> <li>What scents do you have on hand?</li> <li>Where can we reduce cost?</li> </ul>	<h3>What's the least amount of work we need to do to learn the next most important thing?</h3> <p>Brainstorm the types of experiments you can run to learn whether your riskiest assumption is true or false.</p> <p>9</p> <ul style="list-style-type: none"> <li>See the space and access organizational structure/setup</li> <li>Get the kits</li> <li>See how they package the DIY</li> <li>Analyze the packaging video to see what can be refined</li> <li>Schedule another time to visit the company</li> </ul>



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# Sprint 1

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# Sprint 1 Overview

Goal: Understand what works and what doesn't work in the packaging and shipping process & Understand the project and get used to the Agile + Scrum framework

- Focus on unboxing experience & messy packaging
- BLIs
  - Current state of packaging
  - Understand kit packaging time
    - 6 minutes
  - Understand kit costing
  - Unboxing process
  - Potential packaging suppliers
- Had no idea what we were doing
- Got good feedback

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# Sprint 2

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# Sprint 2 Overview

Goal: Investigate potential solutions for problems identified from Sprint 1

- Focus on understanding the kit and organization
- BLIs
  - Make the kit as a team
  - Start usability testing
  - Create user personas
  - Organization exploratory research
  - Tools to lesson packing time
  - Get quotes from packaging suppliers (not completed...)
- Got constructive feedback
  - Putting cart before horse


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# Sprint 3

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# Improvements from Previous Sprint

- Tried to deliver more P of the MVP
  - Asked what stakeholder thought about organizational tools and practices
  - Give estimated costs for organizational tools and costs per unit in slides
  - Link to things in presentation
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# Sprint 3 Overview

Goal: Continue to investigate potential solutions

- Started including improvements made from previous sprints in Sprint Reviews
  - BLIs
    - Understanding organizational structure
    - Reviewing instructions & creating draft
    - Usability testing 3, 4, and 5
    - How to customize scents
    - Beginning drafts of Made By stamps
    - Get tools if client likes the idea (cancelled)
  - Overall went really well!
-

# Usability Testing Round 1

Testing of current kits

- Good
  - LOVED Packaging
  - Enjoyable
  - Would purchase again
- Areas of Improvement
  - Problems getting wick to stand straight
  - Mason jar lid is NOT a good coaster
  - Unsharpened Pencil





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# Sprint 4

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# Improvements from Previous Sprint

- Continue to provide more of a product for the MVP instead of delivering just feedback
- Continue to ask stakeholder/client for opinion (valuable!)
- Have more collaboration on the same BLI



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# Sprint 4 Overview

Goal: Start implementing changes in the organizational structure of materials to reduce packing time, creating drafts for stamps to enhance the branding for the kits, and continuing to investigate solutions for increasing the level of customization for the kit

- BLIs
    - Start organizing
    - Draft 2 of instructions
    - Sketches for illustrations to be included in instructions
    - Sketch for each step in instructions (dropped)
    - Investigating suppliers for dropper bottles
    - Get list of stock oils
    - How to show list of scents available to customers
    - Paper pulp packaging investigation
  - Hard to live up to all the positive feedback the week before
-

# Organization

- Before:
  - No current org structure
  - Some stuff is never used
  - Stuff spread out
- After
  - Moved pots and tea lights to basement (not used)
  - Combined items in boxes
  - Grouped items for steps in process together
  - Used smaller boxes
  - Some labels on stuff that moved
  - 3 empty shelves for new product



Before

# Organization - After




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# Sprint 5

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# Improvements from Previous Sprint

- Counted BLI that hasn't been completed from sprints 2 & 4
  - Start collaborating with the other team
  - Continue...
    - Collaborating on BLIs
    - Incorporating feedback
    - Open and constant communication with Wes
    - Open and constant team communication
    - Producing MVPs
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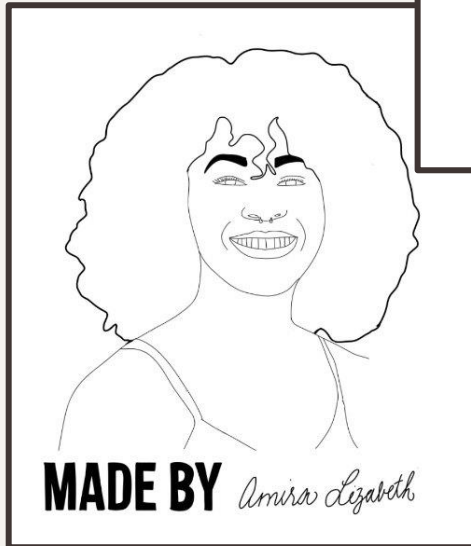
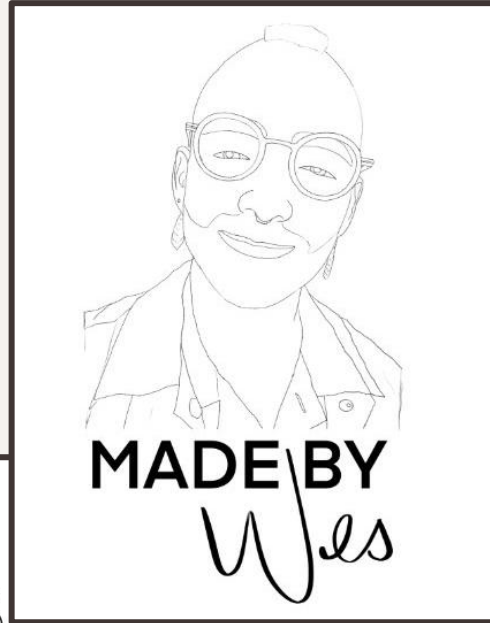
# Sprint 5 Overview

Goal: Provide costing information of entire kit using recommended products in desired material and labor cost window and continue to extend branding and handmade feel to kit.

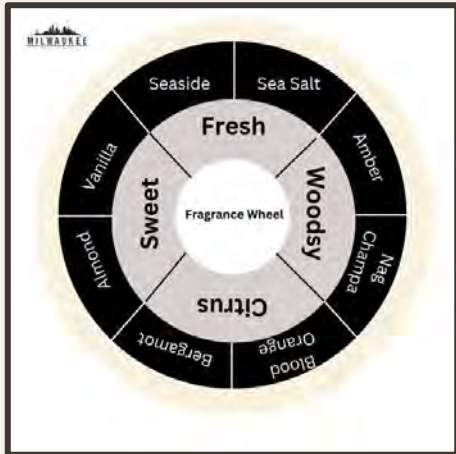
- BLIs
  - Draft 3 of instructions
  - Stamp design draft of all employees
  - Draft scent visuals
  - Feedback on sketches
  - 4 costing variants



# Stamp Sketches



# Scent Visuals



**MILWAUKEE**  
CANDLE COMPANY

**WORKS WITH EVERYTHING**

- VANILLA
- AMBER
- SANDALWOOD
- NAG CHAMPA

**MILWAUKEE**  
CANDLE COMPANY

**DOESN'T MIX WELL**

- BLOOD ORANGE + LAVENDER
- PEONY + CHOCOLATE FUDGE
- JASMINE + CHOCOLATE FUDGE
- SWEET + FRESH

**MILWAUKEE**  
CANDLE COMPANY

**WES' FRAGRANCE COMBOS**

- ALMOND + CHOCOLATE FUDGE + VANILLA
- SANDALWOOD + BLOOD ORANGE + VETIVER
- SEA SALT + GRAPEFRUIT + AMBER
- NAG CHAMPA + PINE + BERGAMOT

**MILWAUKEE**  
CANDLE COMPANY

**RECOMMENDED COMBOS**

- WOODSY + CITRUS
- FRESH + WOODSY
- SWEET + CITRUS
- FLORAL + WOODSY
- FLORAL + FRESH

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# Sprint 6

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# Improvements from Previous Sprint

- Language: The whole thing is a review, and the demo is part of it
- Added average velocity for sprints
- Refine one stamp design at a time
- Cut down on options for scent visualization
- Not working with other team – not going to add value
- Dropped packaging BLIs that weren't realistic



# Sprint 6 Overview

Goal: Continue to extend branding to visuals and instructions and find cheaper alternatives for items in the kit to stay in desired labor and material cost window

- BLIs
  - Refined costing
  - Order samples of new items
  - Instructions for new scent mixing
  - Styled instructions
  - Instructional video storyboard
  - Refined scent visuals
  - Stamp design refinement
  - Guerilla testing of wick drawing
  - Assemble new kits for usability testing round 2

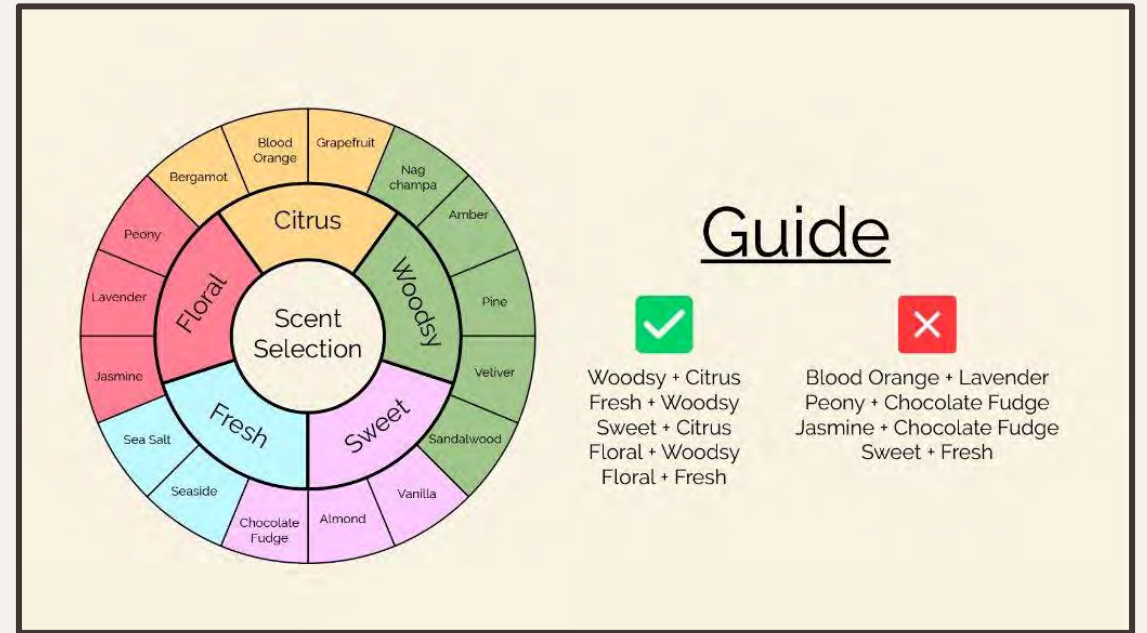
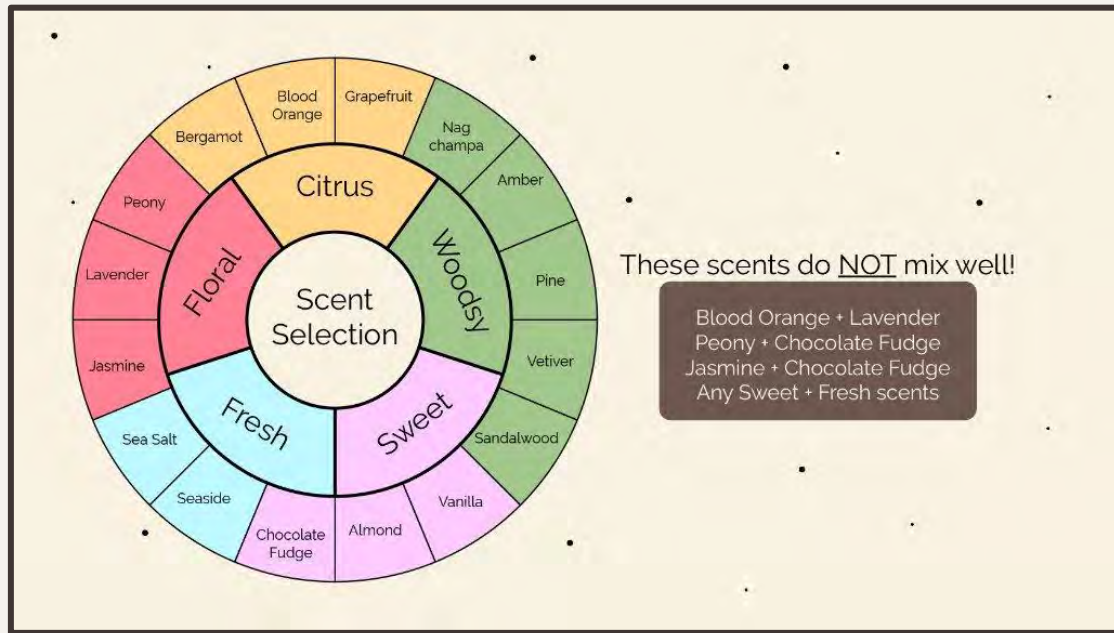
# Refined costing

- Got updated costs for items in kit
- Created more variants w/ honey dipper instead of whisk (client idea)
- Created another variant w/ Amazon dropper bottles
- Variant 1 - \$16.13/kit
- Variant 5 - \$15.36/kit
- Variant 6 - \$14.36/kit
- All deemed in appropriate cost range by client

	A	B	C	D	E	F	G	H	I
	Item	Category	Supplier	Qty Ordered	Total Cost	Cost Per Unit w/o Shipping	Total Shipping Cost	Shipping Cost Per Unit	Cost Per Unit w/ Shipping
2	16 oz Mayo Jar w/ Gold Metal Lid	Jars	WB Bottle	1					0.97
3	11 oz Libbey Tumbler HB Rocks - FOO Wrap - 2023	Jars	Grand Stand	1					2.74
4	GNCB - Main Candle Label w/ Vinyl (Updated EUV2020)	Labels	Print n Press	1					0.17
5	Labor - DIY Kit - Packaging Soy Wax In Jars	Labor	Labor	1					0.18
6	Labor - DIY Kit - Stamping Wax Packet	Labor	Labor	1					0.08
7	Labor - DIY Kit - Cut Designer Tape	Labor	Labor	1					0.20
8	Labor - DIY Kit - Filling Oil Jars	Labor	Labor	1					0.20
9	Labor - DIY Kit - Stamping Kraft Paper Sheet	Labor	Labor	1					0.10
10	Labor - DIY Kit - Stamping Labels for Oil Bottles	Labor	Labor	1					0.10
11	Labor - DIY Kit - Stamping Labels for Oil Bottles	Labor	Labor	1					0.10
12	Labor - DIY Kit - Stamping Labels for Oil Bottles	Labor	Labor	1					0.10
13	Labor - DIY Kit - Labeling Oil Bottles	Labor	Labor	1					0.15
14	Labor - DIY Kit - Labeling Oil Bottles	Labor	Labor	1					0.15
15	Labor - DIY Kit - Labeling Oil Bottles	Labor	Labor	1					0.15
16	Labor - DIY Kit - Labeling Soy Wax Jars	Labor	Labor	1					0.15
17	Labor - DIY Kit - Packing Boxes	Labor	Labor	1					0.15
18	Gold Metal Lid - For 16 oz DIY Jar	Lids	WB Bottle	96	28.96	0.30	25.00	0.26	0.56
19	Milwaukee Candle Co. Stickers (3"x1.39")	Marketing	Sticker Mule	1200	256.00	0.21			0.22
20	GNCB Circular Stickers (2"x2")	Marketing	Sticker Mule	2000	311.00	0.16			0.16
21	1 oz Oil (Average Cost)	Oils	Milwaukee Candi	1					1.92
22	Kraft Kwik-Kwik Paper IDB	Packaging	Paper Mart	1					0.37
23	8" x 6" x 4" Corrugated Mailer - Flip Top	Packaging	Amazon	50	67.54	1.35			1.35
24	Matrix Books	Promo Material	PrintGlobe	2500	275.00	0.11	26.99	0.01	0.12
25	#2 Black Hex Pencil W/ Custom Wording (5/23)	Promo Material	Penc.com	2448	460.59	0.19	48.95	0.02	0.21
26	GBL 484 Soy Wax - GNCB - 11 oz Tumbler (7.1oz)	Soy Wax	Sweet Little Box Co	1					1.34
27	1.25 Inch Warning Label	Warning Label	Candle Science	1					0.03
28	Wick Stickers Pro (Large) roll	Wick Sticker	Candle Science	1000	23.94	0.02	4.53	0.00	0.03
29	Eco ID Wick	Wicks	Candle Science	1000	66.89	0.07	15.96	0.02	0.08
30	Soy Wax Jar Label	Supplies & Materials	Print n Press	100	25.00	0.25	7.50	0.08	0.33
31	DIY Candle Making Kit Instruction Sheet	Supplies & Materials	Print n Press	200	0.67	0.00	7.50	0.04	0.04
32	1 OZ 2. 3/4 x 4 1/4 FLAT GLASSINE BAG	Supplies & Materials	Paper Mart	2000	40.40	0.02	15.00	0.01	0.03
33	Clothspin	Supplies & Materials	Amazon	100	13.99	0.14			0.14
34	7 inch Whisk	Supplies & Materials	Amazon	24	23.99	1.00			1.00
35	Oil Vial Label	Supplies & Materials	Print n Press	100	25.00	0.25	7.50	0.08	0.33
36	Oil Vial Label	Supplies & Materials	Print n Press	100	25.00	0.25	7.50	0.08	0.33
37	Oil Vial Label	Supplies & Materials	Print n Press	100	25.00	0.25	7.50	0.08	0.33
38	10 ml amber glass boston round	Supplies & Materials	Container and Pac	768	92.16	0.12	45.11	0.06	0.18
39	10 ml amber glass boston round	Supplies & Materials	Container and Pac	768	92.16	0.12	45.11	0.06	0.18
40	10 ml amber glass boston round	Supplies & Materials	Container and Pac	768	92.16	0.12	45.11	0.06	0.18
41	Black PP plastic 18 400 ribbed skirt child resistant dropper ass	Supplies & Materials	Container and Pac	768	184.32	0.24	20.04	0.03	0.27
42	Black PP plastic 18 400 ribbed skirt child resistant dropper ass	Supplies & Materials	Container and Pac	768	184.32	0.24	20.04	0.03	0.27
43	Black PP plastic 18 400 ribbed skirt child resistant dropper ass	Supplies & Materials	Container and Pac	768	184.32	0.24	20.04	0.03	0.27
44	Cole Parmer® Essential Griffin Low Form Graduated Glass Be	Supplies & Materials	Cole Parmer	240	166.6	0.69	26.58	0.11	0.80
45									
							Total		16.22

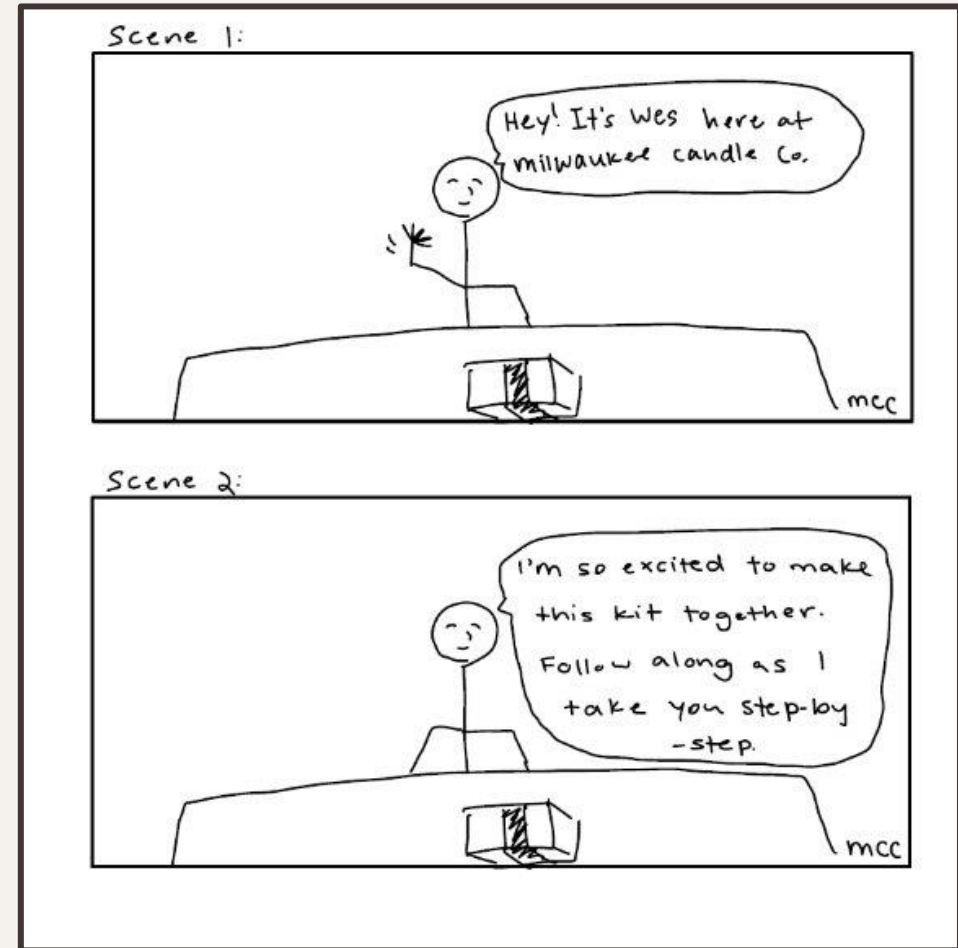


# Scent Visuals Rev 2



# Instructional Video Storyboard

- Acts as inspiration
  - Showcasing what the video could be





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# Sprint 7

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# Improvements from Previous Sprint

- Continue to deliver and iterate on MVPs
- Collaboration on BLIs
- Sought out more user feedback on designs
- Cohesion of illustrations and art programs used



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# Sprint 7 Overview

Goal: Begin user testing of our improvements to the kit to gauge changes made to user's experience to ensure that we are bringing value in user customization of the kit.

- BLIs
  - Usability testing 1, 2, and 3
  - Styled instructions version 2A and 2B
  - Refine scent wheel (cancelled)
  - Refined stamp designs for all employees
- Felt like there wasn't as much to do

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# Sprint 8

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# Improvements from Previous Sprint

- Try to be more aspirational in our goal near the end of the term
- Only give an overview of results, don't give findings person by person



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# Sprint 8 Overview

Goal: Finish usability testing and refinement of visuals and prepare a final project review to show all the work completed for the client.

- BLIs
  - Usability testing 4 and 5
  - Styled instructions version 3A and 3B
  - Instruction guerilla testing
  - Standard Operating Procedure for creating stamp
  - Test effectiveness of SOP
  - Illustrator designs of all stamps
  - Create final presentation

# Metrics

## Sprint 8/Final Sprint

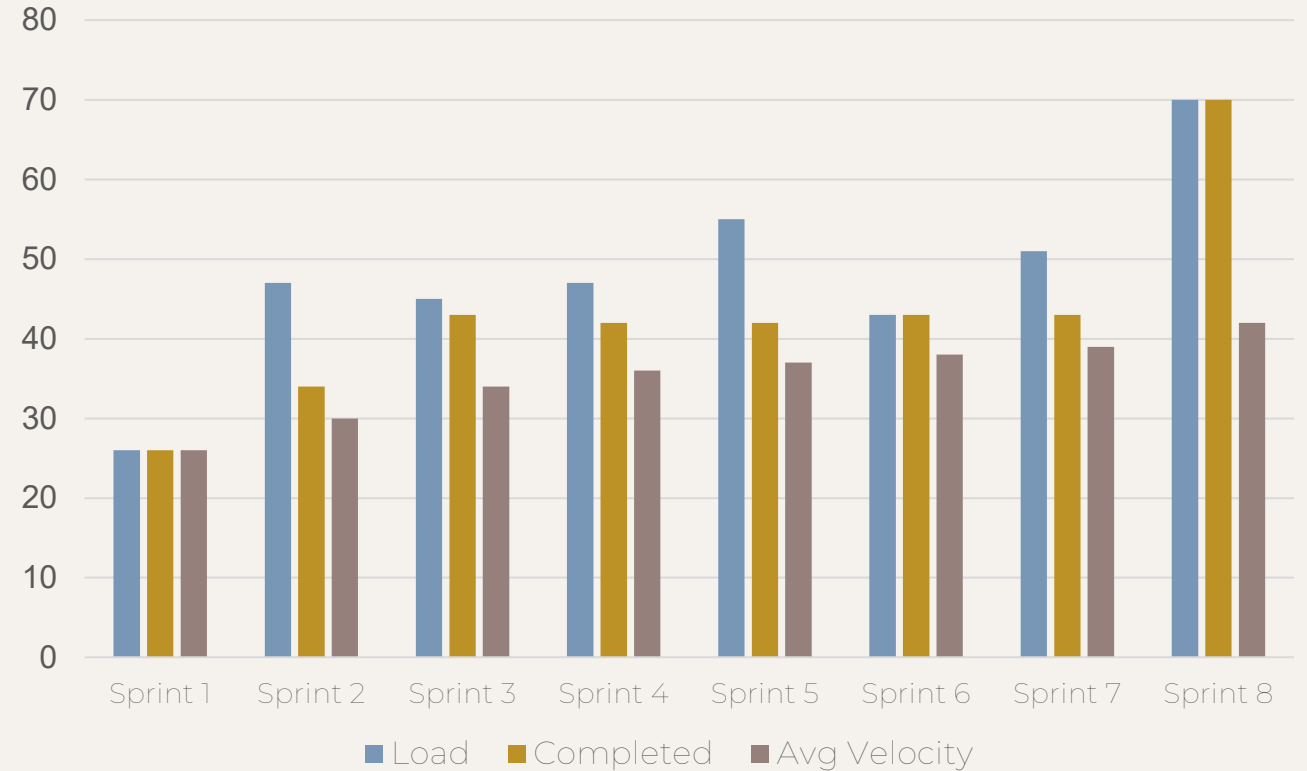
- Load: 70
- Completed: 70
- Avg Velocity: 42

## Final Totals

- Load: 376
- Completed: 343

## Over time we...

- Took on more work
- Completed more work



# Instructions Version 3A

## DIY CANDLE KIT

### INSTRUCTIONS

1. Find a workspace with easy access to a microwave. Place down the kraft paper sheet to cover and protect your work area from spills and drips.
2. Remove the warning label sticker and stick it to the bottom of the candle glass.
3. Remove the wick sticker from the paper sheet. Place the sticky side of the sticker on the bottom of the metal wick tab.
4. Remove paper backing from the sticker and place the wick in the center of the inside of the candle glass.
5. Fill up the beaker to just under 20ml of your desired combination of fragrance oils.
  - Start the oil blend with 5 drops of each fragrance, then assess how you like the smell.
  - Some fragrances are stronger than others and don't need to be added in an equal ratio.
  - The oils in the beaker are concentrated and won't smell as strong once they are mixed in the candle wax. Hold the beaker 2-4 inches away from your nose to get a better picture of the final scent.
6. Remove the lid and microwave the jar of wax on high heat for 2 - 4 minutes until the wax is completely melted into a liquid. **DO NOT LEAVE THE MICROWAVE UNATTENDED.**
7. Remove the hot wax from the microwave using a pot holder or towel and place it on a towel, trivet, or something to protect your work surface. **THE GLASS WILL BE VERY HOT.**
8. Pour your fragrance mixture from the beaker into the jar of melted wax.
9. Stir with the honey dipper for 60 seconds to ensure the fragrance oil mixes fully into the wax. Look at the sides and the top of the glass to ensure that there are no swirls of fragrance oil that haven't been mixed into the wax.
10. Pour the wax/oil combo into the glass.
11. Place the wick through the center metallic hole of the clothespin. Position the clothespin so that the wick is standing straight up. Cool candle overnight.
12. Once the candle is solidified, remove the clothespin and trim the wick to ¼ inch using scissors or a wick trimmer.
13. Write the fragrance name on the label and apply the label to the candle jar. Your candle is now complete!



Scan QR Code  
for a video of  
the process.



We recommend allowing the candles to cure for **3 - 4 days** before burning, or **2 - 3 weeks** for optimal scent throw. We sincerely thank you for pouring with us - MCC & GNCC Candle Crews.

## SAFETY AND FIRST AID

### First Aid Procedures for Oil

- *Eye Contact* - Flush eyes immediately with clean water for 15 minutes. Contact a physician if irritation persists.
- *Ingestion* - Drink water or milk to dilute. Contact a healthcare provider immediately.
- *Inhalation* - Move to fresh air if you are experiencing irritation.
- *Skin Contact* - Remove any contaminated clothing. Wash affected areas thoroughly with soap and water. If irritation persists, contact a healthcare provider.

### Microwave Safety

- Keep watch while heating wax and do NOT walk away.
- Melting soy wax typically takes 2 -4 minutes, but can vary depending on the microwave.

### Candle Burning Safety

- Always attend to lit candles
- Extinguish all candles before you leave a room or go to bed
- Do not place burning candles within 2ft of clothing, books, curtains, or any flammable items
- Ensure burning candles are spread at least 3in apart from each other
- Trim the wick to ¼ inch each time each time to prevent excessive flames
- Store candles out of reach of children and pets
- Use stable, heat-resistant candle holders on surfaces large enough to contain melted wax
- Do not burn candles for longer than 4 hours straight.

## CLEANING UP

Do not pour any leftover wax down your sink drain. Pour leftover wax into paper cup to cool. Paper can be peeled away to reuse or remelt the wax later.

To clean the pouring jar, wipe away the wax while it is still warm with a cloth or paper towel. Wash with hot soapy water. The clean jar is food safe.



# Instructions Version 3B

## MILWAUKEE CANDLE CO DIY CANDLE KIT

### Instructions

1. Set up a comfortable workspace with enough counter and table space. Cover the area with craft paper for easy cleanup. Ensure the workspace is microwave accessible.
2. Remove the warning label sticker and stick it to the bottom of the candle glass
3. Remove paper backing from the wick sticker and place the wick on the sticker and place it in the center of the interior of the candle glass jar
4. Fill the beaker with oil up to the 20 ml mark.  
Start with 5 drops of each scent. Some scents are stronger. Sniff the beaker 2-4 inches from your nose to assess the final scent.
5. Microwave the wax until melted. **DON'T LEAVE THE MICROWAVE UNATTENDED.**
6. Carefully remove the hot wax jar from the microwave and place it on a heat-resistant surface. **BE CAREFUL THE GLASS WILL BE VERY HOT.**
7. Pour the fragrance mixture into the melted wax and stir with a honey dipper for 60 seconds until the fragrance oil is mixed.
8. Pour the wax into the glassware and center the wick in the jar following the illustration to the right.
9. Cool the candle overnight and when solidified remove the close pin and trim the wick to 1/4 inch.
10. Write the fragrance name on the label and apply it to the glass.



Scan QR for  
a video of  
the process



Enjoy! We recommend allowing the candles to cure for 3 - 4 days before burning, or 2 -3 weeks for optimal scent throw. We sincerely thank you for pouring with us - MCC & GNCB Candle Crews

### Cleaning Up

The candle glass and mason jar are food-safe after the wax has been removed. Please wash thoroughly with soap and water.

- Do not pour wax down your sink drain. If you have leftover wax pour it into a paper cup to cool. You can peel away the paper remelt and reuse the wax at a later time.
- To clean the pouring jar, wipe away the wax while it is still warm with a cloth or paper towel. Use rubbing alcohol to clean the jar.

## MILWAUKEE CANDLE CO DIY CANDLE KIT

### Safety & First AID

#### Microwave Safety

Supervise wax heating and avoid leaving it unattended. Melting soy wax takes around 2-4 minutes, varying with the microwave.

#### Candle Burning Safety

- Always attend to lit candles and extinguish them before leaving a room or sleeping.
- Keep candles away from flammable objects at least 3 inches apart.
- Trim wicks to 1/4 inch to prevent large flames.
- Store candles out of reach of children and pets.
- Use heat-resistant candle holders on large surfaces.
- Limit candle burning to 4 hours at a time.

#### First Aid Procedures for Oil

Eye Contact - Flush eyes with water for 15 minutes. Seek medical help if irritation persists.

Ingestion - Drink water or milk. Contact your healthcare provider.

Inhalation - Inhale fresh air if irritated

Skin Contact - Remove contaminated clothing, wash with soap and water, and see a healthcare provider if irritation persists.

# Draft 3 Guerrilla Testing Instructions

Out of 10 users 3 users choose Draft A and 7 choose Draft B

Reasons for A

- Instructions are worded better as it allows for a more in-depth experience.
- Headings are bolder and bigger
- Safety instructions are more clear

Reasons for B

- Branded
- Simple and Compact
- Tells the reader what they need to know, focus of measurements
- Important things catch the eye
- Less things to digest is good

# Usability Testing Round 2

Testing of kit with 3 scents to custom mix

- Good
  - LOVED the kit
  - Enjoyed mixing scents
  - Instructions easy to follow
  - Would purchase again
- Areas of Improvement
  - Instruction font size was small
    - Fixed in later testing



# Usability Testing round 2 continued

Testing of mixing the three scents and refined instructions

- Good
  - "Felt like a little scientist"
  - Very nice smells
- Areas of improvement
  - Instructions wording (fixed in finalized instructions)
  - A lot of oil left over
  - Worried about the clothespin falling in the wax (too short)
  - Keep wax in a place the user is okay with leaving it overnight

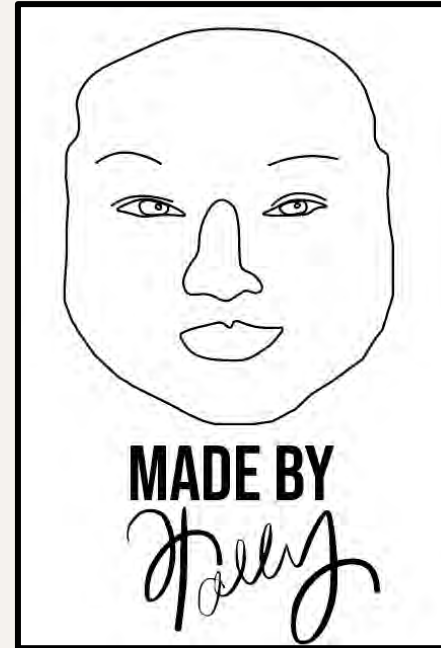
# SOP Testing

Testing the effectiveness of the SOP by having two team members re-create the stamp designs

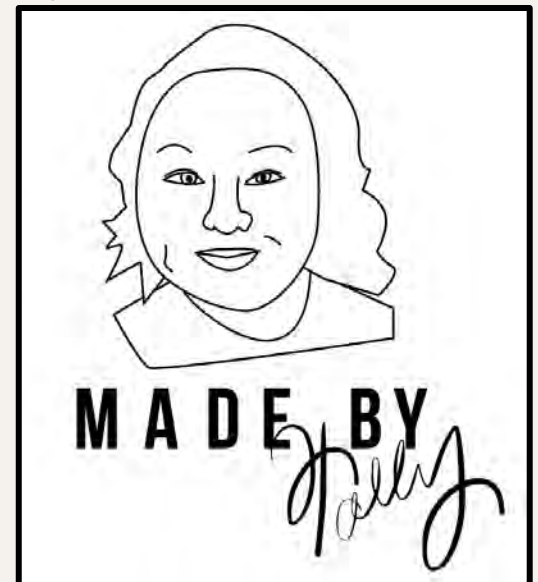
Feedback:

- Instructions needs more chunking
- Add font & size inline instead of req. scrolling
- Paintbrush tool would be a lot easier
- Add info about how much detail is needed in facial features, neck/collar and hair

Alex's stamp



Kytric's stamp



# SOP for Creating Stamp Design 1/2

## Standard Operating Procedure for Stamps

### Required materials:

- Image of employee portrait
- Image of employee signature
- Adobe Illustrator

### Optional but suggested:

- Mouse

### Brand Materials:

- Font: Bebas Neue Regular: 90 pt.
- Line weight: 2 pt.

### Instructions:

#### Part 1: The Face & Neck

1. Download the employee portrait file and export the image into a new Adobe Illustrator file.
2. Choose one facial feature to highlight, for example, I chose glasses to be the main focal point of this stamp which can be seen in Figure 1.

Figure 1



3. Trace the face using the pen tool and set the pen tool to 2 pt.
  - a. Make sure to detail eyes and other facial features such as facial hair, dimples, etc., for a more realistic outcome, this will be more of a maximalist approach.
  - b. This can be seen in Figure 2; the beard is fully filled in and ears/earrings are clear.
  - c. See Figure 3 for a reference for expected detail.

Figure 2



Figure 3: To compare sketch to real image.



4. After tracing the face, trace the neck and collar of shirt, stopping just above the collarbone.
  - a. Outline of the shirt should be much more minimalistic than the face and hair.

Figure 4



#### Step 2: Text

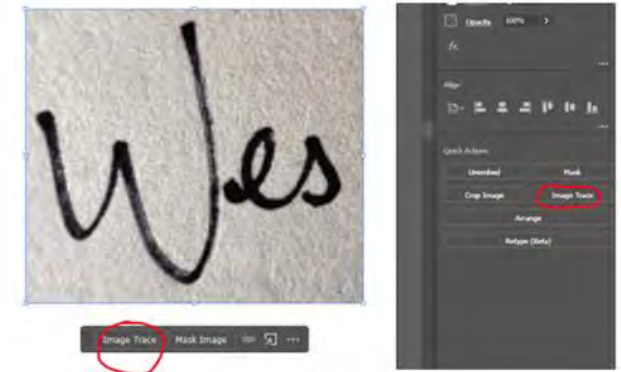
- Beneath the sketch, add the text: "Made by", in the font Bebas Neue Regular: 90 pt., reference the template to copy and paste custom character spacing, which is below:  
Template: <https://assets.adobe.com/id/urn:aaid:sc:VA6C2:30c294b0-c9df-4a4f-a406-0d8ddfbcc300?view=diff>
  - a. Otherwise manually edit at *type>create outlines>direct selection tool*

#### Step 3: Digitalized vector signature

Video to follow if preferred: [https://youtu.be/k3Gvo9kWL\\_c?si=krHkhSDxVwwHj1b](https://youtu.be/k3Gvo9kWL_c?si=krHkhSDxVwwHj1b)

1. Download image of the signature to your computer
2. Open new Illustrator file: *File>Place>select image>Place>crop image (to only be signature)>apply>Image trace>default>play with threshold> and advanced features> click ignore color to get rid of white>once happy click expand>drag and drop to stamp file.*

Figure 5: Circling the "Image trace" tool



# SOP for Creating Stamp Design cont.

Figure 6: Circling the "Image trace properties" button

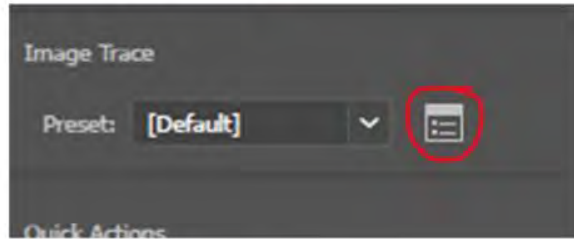


Figure 7: Circling the properties to adjust for signature clarity.

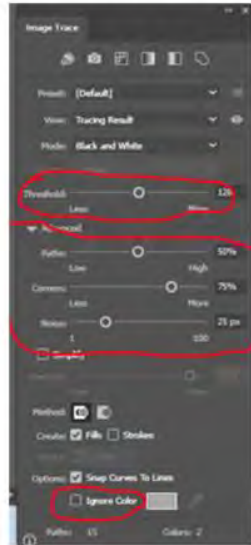


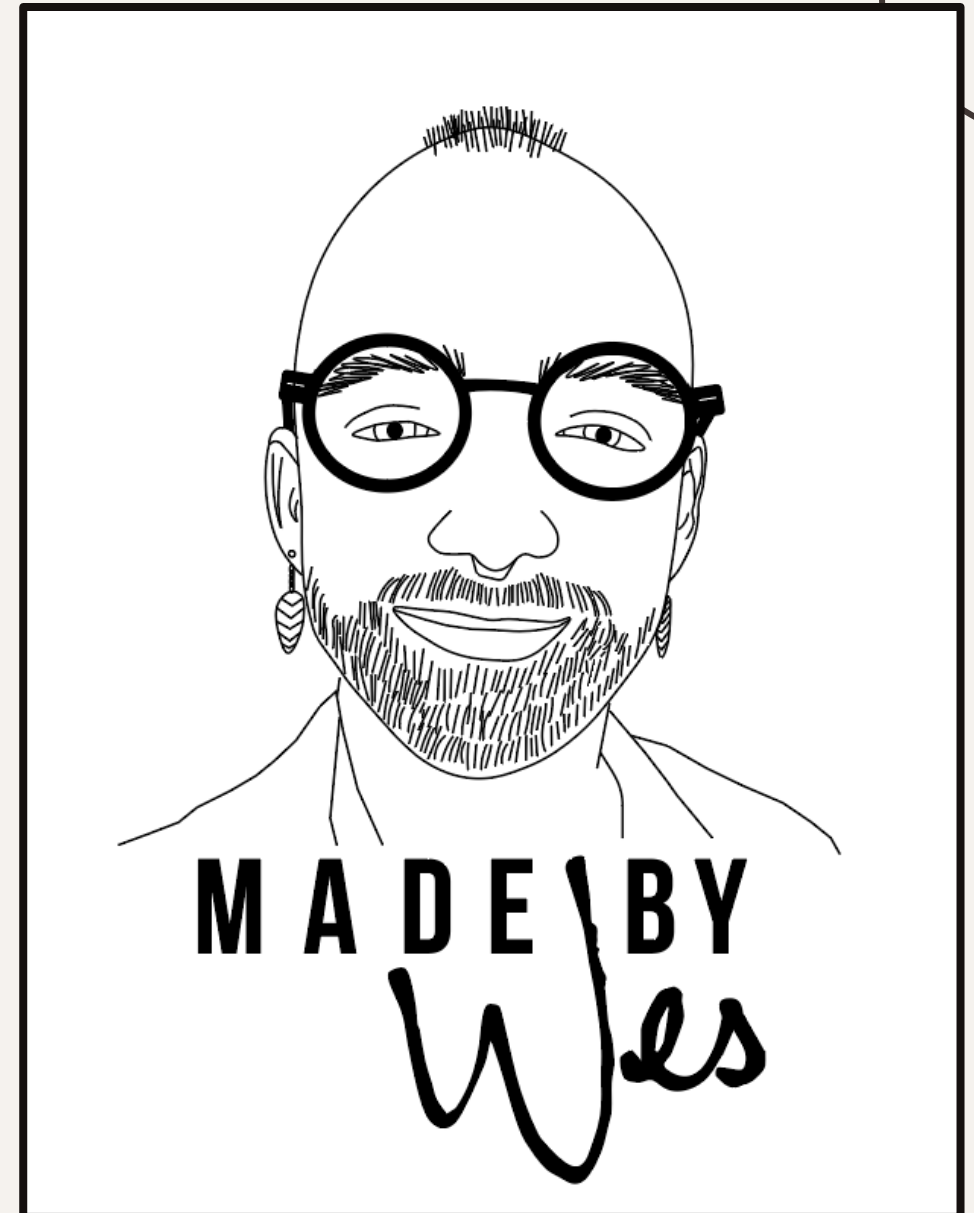
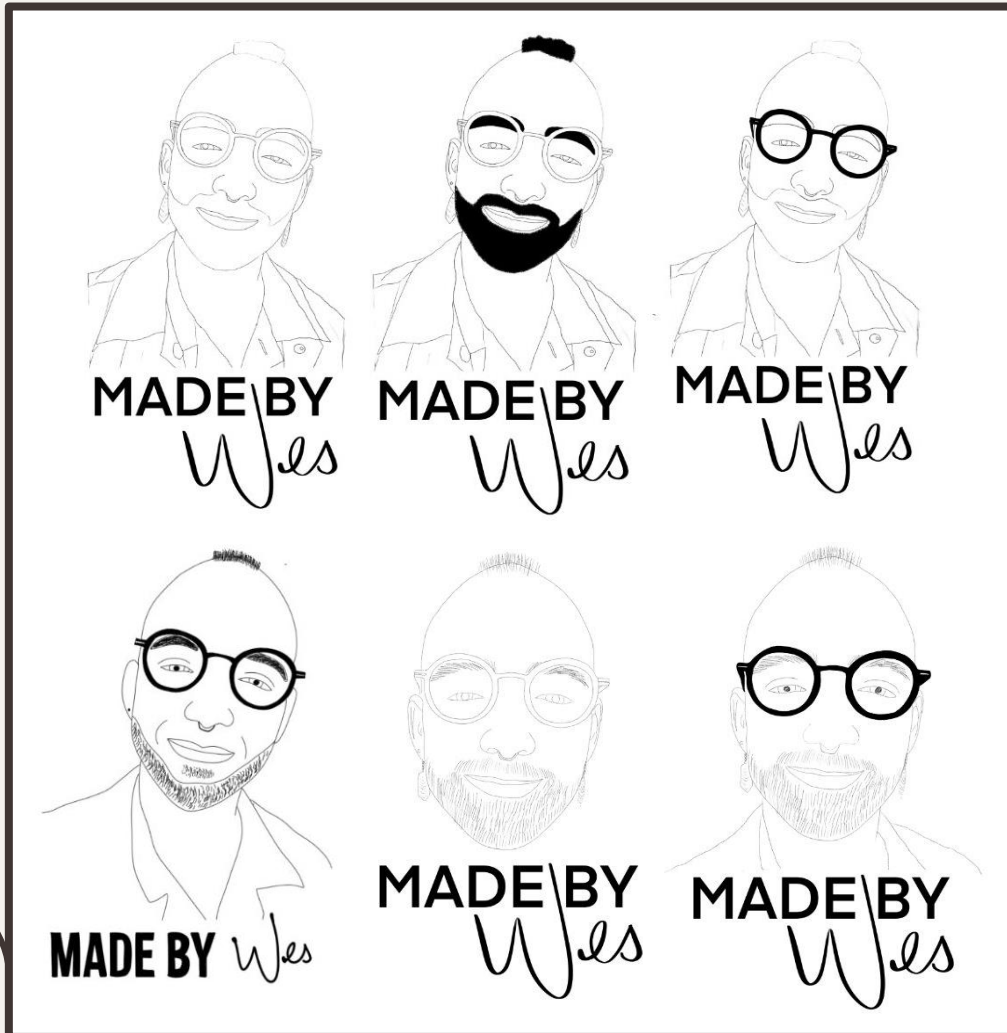
Figure 8: Example of what the final text should look like

MADEBY  
Wes

Final draft example:

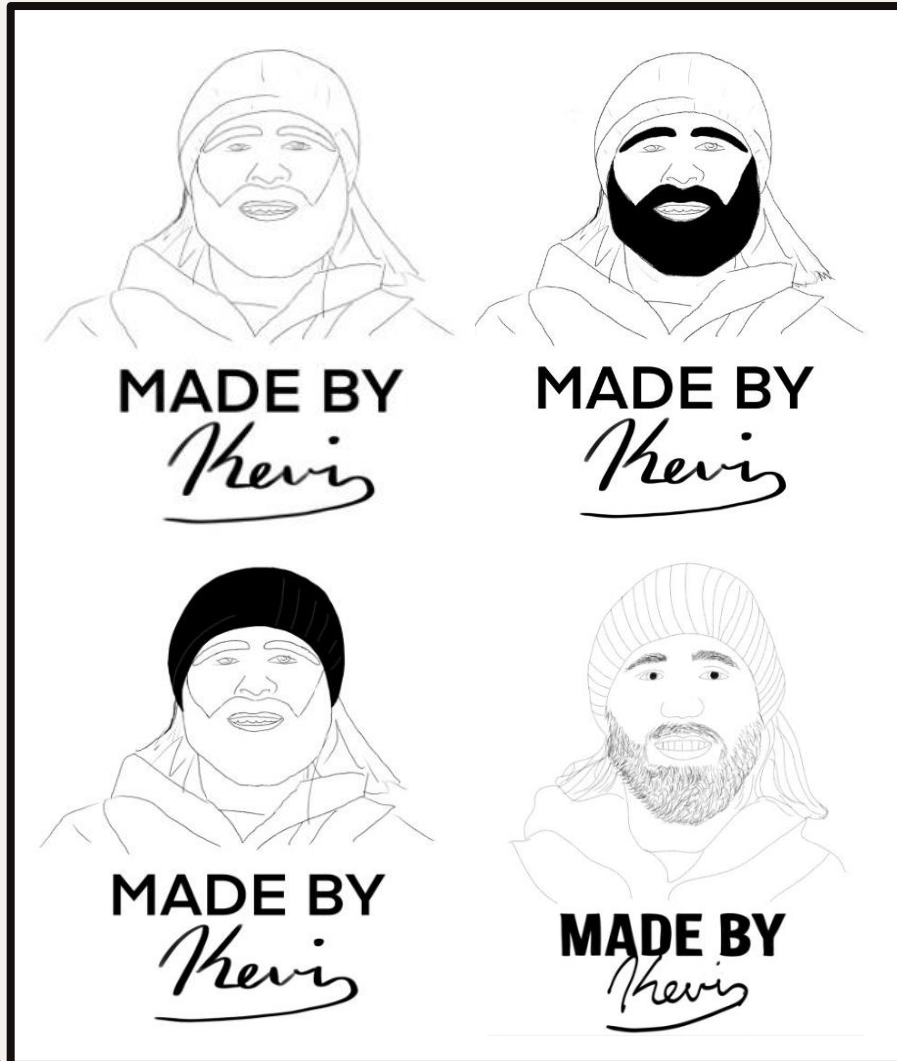


# Stamp Design Evolution

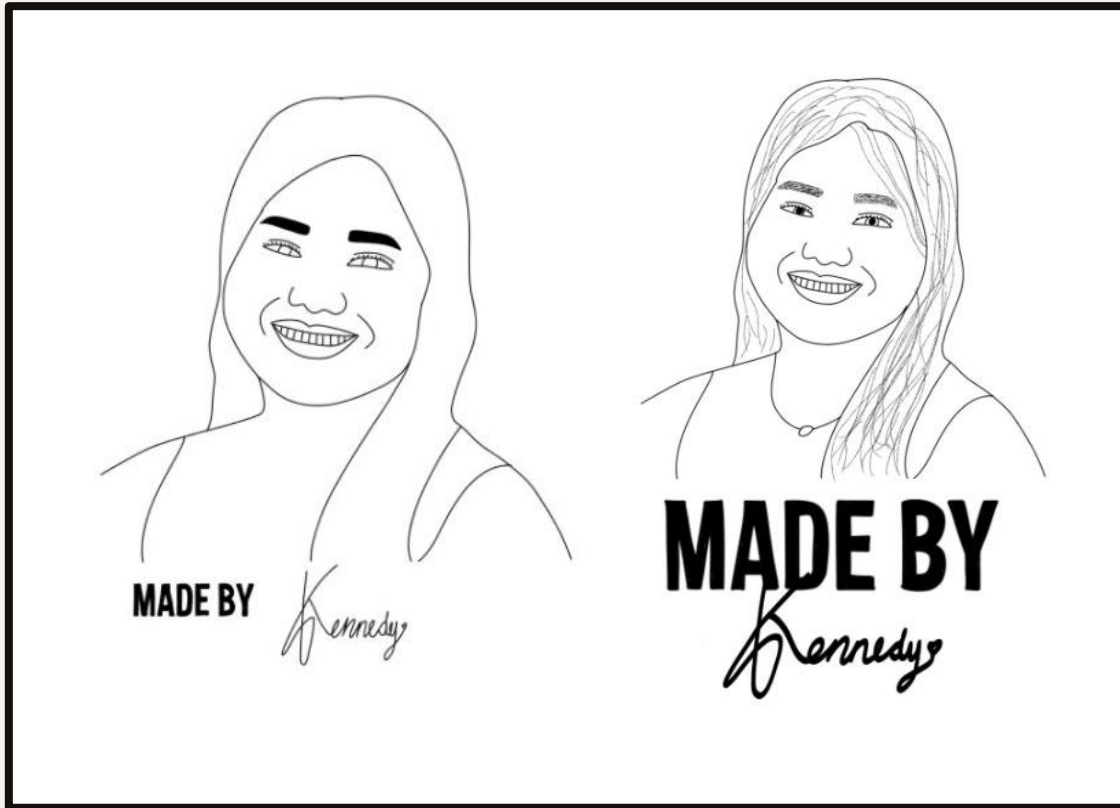




# Stamp Design Evolution



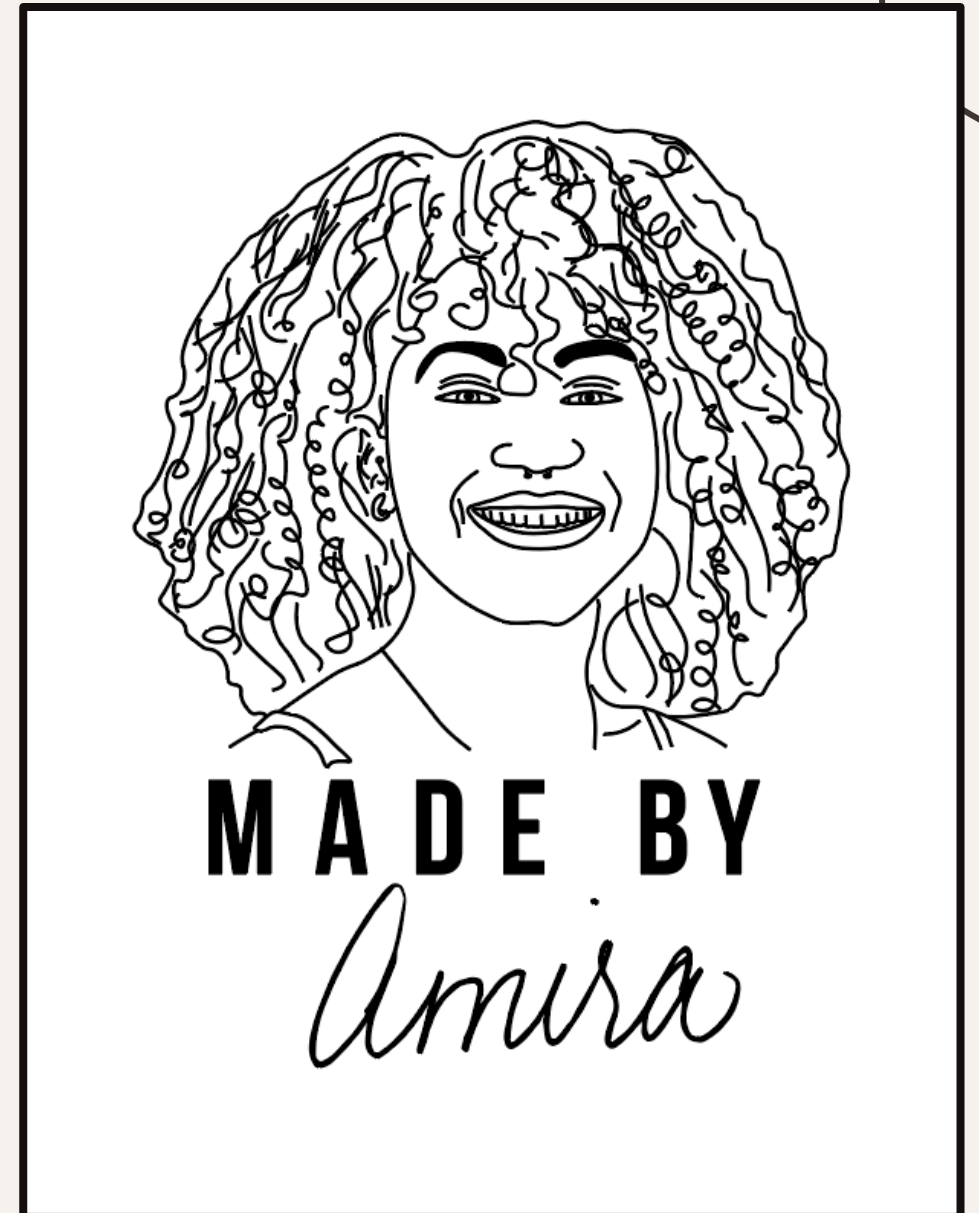
# Stamp Design Evolution



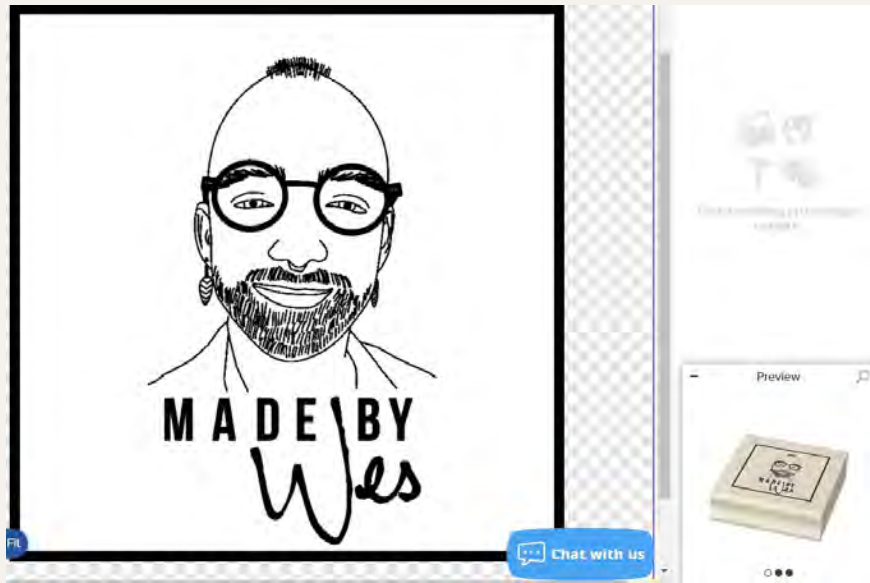
# Stamp Design Evolution



# Stamp Design Evolution



# Preview





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# Final Thoughts

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# Measures of Success



Product should take less than **4 minutes to assemble**

Final result:

- Not able to time final kit packaging time
- Identified organization ideas
- Did organize storage area
  - Value outside of this project





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# Measures of Success

Customers need to be able to **blend their own custom scents**



Final result:

- Method of sending out multiple scents to customer
  - Ideas of visualization of all scents available on website
  - Usability tests of proposed solution – success!
- 
- 
- A decorative curved line on the right side of the slide.

# Measures of Success



Retail price should be between **\$50-\$60**

**Material and labor costs per unit need to be \$12.50-\$15**

Final result:

- Various supplier data analyzed
- 6 Costing variants made, 2 options deemed acceptable by client
  - Variant 5 - \$15.36/kit
  - Variant 6 - \$14.36/kit
  - Current cost - \$17.30/kit

# Measures of Success



Current brand aesthetic should be maintained or slightly elevated

Final result:

- Maintained aesthetic is maintained
  - Added materials match existing
  - Documents match brand style guide
- Addition of Made By stamp
  - Stamp matches existing products
  - Extends the hand made feel
  - Can be used on other products

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# Our Final MVP

- Completed Stamps
  - Drafts of revamped instructions
    - Guerilla Testing of both versions
  - Standard Operating Procedure (SOP) for stamp creation
  - Usability Testing of SOP
  - Final presentation
-

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# Our “Next Sprint”

- Goal: Refine Project assets based on feedback and initiate the search for suppliers for stamps and packaging
  - Refine Stamp Designs
    - As a developer, I want to refine stamp designs of each stamp design based on the client’s feedback so that when the stamp is ordered it will meet with the client’s approval.
  - Continue searching for stamp suppliers
    - As a developer, I want to search for stamp suppliers to create the stamps to be used in production.
  - Refine Instructions based on client feedback
    - As a developer, I want to refine the instructions designs based on the client’s feedback so that it can replace the previous instructions.
  - Continue searching for package suppliers
    - As a developer, I want to search for alternate packaging suppliers to reduce the mess of the unboxing experience.
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# Takeaways

- Difficult to be Agile in the beginning
    - Choice Overload
    - Agile on a Physical Product- nothing to do with software
  - Ah-Ha's moments: S1 took us 2 hours, S3 took a class period (45 min)!!
  - What did you learn:
    - Working with an external client
    - How to take on a realistic workload
    - Steps to take with contradictory feedback with clients
    - How to actively deliver new work each week
  - What would you do differently: Collaborating as a team from the start
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**Thank you for your time  
and feedback this semester!**

- Team SCRUMptious

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