Assignment 1

Submitted by: Team 26
Members:

1. Rui Qin, 30874157
2. Chenxin Zhang, 32444443
3. Timothy Correia-Paul, 29156548

1. Introduction

The report focuses on the first interview with Dam Summers about development of a new retail system for his clothes selling business. This document is about the details based on the purpose and demand of the new system, and also includes the steps of information collection based on the initial background of the retail system and the requirements made in the consultation.

2. The Interview Deliverables

2.1 Background

Before the interview, the client sends us a brief about the current manual system they are using, and lets us know what kind of system they want. We created a list of questions based on the given information.

Company	Secondo Store
Primary Contact	Dam Summers
System Required	Automatic retail system
Coverage of service	Recycling and retail seconds, sample and pre-owned Designer, Vintage and Mainstream clothing, shoes and accessories for ladies.
Target Audience	Individual Customer and business group
Primary Audience	Female aged 25-60
System purpose	● Source stock from clients ● Marking stock down ● Returning stock to clients ● Donating unsold stocks to Salvos ● Paying clients
Current process	Manual, internal business processes

2.2 Contact Plan

In order to make sure we can make the system smoothly and keep in touch with client, we create a plan about the contact plan to make sure the regular updates about the system requirements

- First contact- The time to meeting
- Second contact — A reminder sent to the client of interview
- Final contact — After the interview confirm the report

2.3 Agenda

In order to make sure the client can have a more understandable interview, we create two agendas, the first one is for the team, the other one is for the client. The team's one is full of details and prepared questions with follow-up questions. The second one is to let the client know what information he should provide and they can prepare before the interview, they do not need to know full details, and it is based on the team one.

2.4 Summary

The interview ran smoothly with the help of agenda and preparation. If we can collect because of the time of interview, we can still get it with the next interview for full information.

3. Stakeholder Analysis

The Table below shows the stakeholder analysis. There are five stakeholders in the table and they are separated by the level of power and level of interest toward the retail system.

Dam summers is a high power with high interest stakeholders and he is also the project sponsor, the owner of the future retail system. He also holds the keys of what the system will be like, he will provide requirements of the system in the following interviews.

Employees and clients are low power with high interest stakeholders. This is because they can use the new system in the future, which means they have direct contact with the system with interest about new functions or new features. But they do not have power to decide the business.

Salvo clothing donation organizations are low power and low system people. This is because they do not have direct contact with the new retail system, and they cannot decide the business process.

C High power, less interested people	**D High power, interested people** ● Owner - Dan Summers
A Low power, less interested people ● Salvos	**B Low power, interested people** ● Employees ● Individual Clients ● Business Clients

4. Assumptions

No significant assumptions were made prior to the requirements gathering interview.

5. Conclusion

According to this interview, we learned that the client would like to improve their retail system to create a better managed and convenient retail environment. Our team successfully collected the owner’s requirements with the first interview and analyzed the stakeholder.

6. Appendix

MONASH University

Chenxin Zhang <czha0138@student.monash.edu>

Requirement Gathering Interview- team 26

Chenxin Zhang <czha0138@student.monash.edu> 23 November 2021 at 20:06
To: peter.huynh@monash.edu

Hi Dan Summer

I hope you are doing well! My name is Chenxin Zhang and you can also call me Vicky. I am the project manager at Team 26 consulting. During this project, I will be your main contact. I have recently received the preliminary information about a new system you want us to set up for your Secondo Store.

I contacted you and asked for time to talk with you so that my team and I can learn more about your company, your goals, and the requirements of this project.

Are you available at the following time to have a quick 15 minute catch up?
-Wed 24 Nov 2021
-18:30-18:45

In addition, we'd like to do a recording of this interview, if you don't mind.

Thank you for your cooperation and I look forward to speaking with you.

Kind regards
Chenxin (Vicky) ZHANG
Project Manager
Team 26 consulting

MONASH University

Chenxin Zhang <czha0138@student.monash.edu>

Requirement Gathering Interview- team 26

Peter Huynh <peter.huynh@monash.edu>
To: Chenxin Zhang <czha0138@student.monash.edu>
23 November 2021 at 20:10

Dear Vicky,
Thank you for your email. I will see you tomorrow at the scheduled time.

Regards,
Dan
[Quoted text hidden]

MONASH University

Chenxin Zhang <czha0138@student.monash.edu>

Meeting reminder

Chenxin Zhang <czha0138@student.monash.edu> 24 November 2021 at 16:47
To: peter.huynh@monash.edu

Hi Dam,

I hope everything is going well! This email is a friendly reminder of our interview scheduled for 6:30 this afternoon. Please see below for complete details:

DATE: 24 NOV 2021
TIME:6:30PM-6:45PM
Meeting ID: 537 833 1395
Passcode: UuSg4k

For more detailed information on what will be covered, please find attached below the agenda.

Looking forward to our meeting!

Kind regards
Chenxin (Vicky) ZHANG
Project manager
Team 26 Consulting

Interview Agenda - ClientView.pdf
89K

MONASH University

Chenxin Zhang <czha0138@student.monash.edu>

Meeting reminder

Peter Huynh <peter.huynh@monash.edu> 24 November 2021 at 23:32
To: Chenxin Zhang <czha0138@student.monash.edu>

Hi Vicky,
Thank you for the reminder.

Regards,
Dan
[Quoted text hidden]

Client view-Requirements Interview

Discussion and Agenda

Interview Details

Objective	Determine the requirements of the retail system
Date/Time	Wednesday 6:30
Location	Zoom meeting
Client Participants	Dam Summers- Secondo Store Owner
Project Team Participants	Rui Qin, Project Manager Chenxin Zhang, Project Manager Timothy Correia-Paul, Project Manager

Interview Agenda

Topic	**Duration (min)**	**Potential Questions**
Introduction	*0.5*	• Thank the client • Introduce the team • Tell them the purpose of the interview
Major optimization	*2*	• Overview of processes for automation • Discussion of any additional tasks for automation
Stock Process #1: Source stock from clients	*2*	• Source stock- current process • Source stock- automated process • Automatic advertising system, eg instagram
Stock Process #2: Clothes Selling	*1.5*	• Information required • Information record - cannot sell the clothes

Stock Process #3: Marking stock down	*3*	• The details of after-sales service • How & how often do you update the information after it is stored • The person who changed the information • We notice we not only accept the individual client clothes but also accept business client clothes, Should we separately record the client?
Stock Process # 4: Returning and Donating	*1*	• How to deal with the remaining clothes after the consignment time？ • Return method • Donating method
Stock Process #5: Paying clients	*1.5*	• The payment method and time • Do we need to record actual money to be paid and expect money to be paid?
Finances	*1*	• Budget for new system
Finish	*0.5*	• Thank the client • Tell them we will send email of detail

Next Steps

Next Meeting	TBA
Interview Record	*within 24 hours*

Group view-Requirements Interview

Discussion and Agenda

Interview Details

Objective	Determine the requirements of the retail system
Date/Time	Wednesday 24/11/2021 6:30PM
Location	Zoom meeting
Client Participants	Dam Summers- Secondo Store Owner
Project Team Participants	Rui Qin (Allen) Chenxin(Vicky) Zhang Timothy Correia-Paul

Interview Agenda

Topic	**Duration (min), Interviewer**	**Potential Questions**	**Comments**

<table>
<tr><td>Introduction</td><td>0.5, Allen</td><td>Thank the client
Introduce the team
Tell them the purpose of the interview</td><td>The purpose of this is to make client more comfortable</td></tr>
<tr><td>Requirements Overview</td><td>2, Tim</td><td>Repeat the system description including the 6 stock processes that That would like to be automated.
Sourcing stock from individual clients and business clients
Selling clothes
Marking down stock
Returning unsold stock to clients
Donating unreturned stock to Salvos
Paying clients if their stock does sell.
Different types of reports!! E.g. how many clients for the last month, amount

Do these features cover everything you would like your business information system to do? Is there any additional functionality you would like for your system?
What are your current business challenges?
In the current system, what process is the most repeated?
What process takes a lot of time?
What step would you like to make automation?
More specific about it</td><td>The purpose of this is to identify the goals of the system</td></tr>
<tr><td>Stock Process #1: Source stock from clients</td><td>2, Allen</td><td>Currently, how do you source stock from clients? How would you like this process to be automated?
Walk-in or send through the post?
If it is sent through the post do we need to track the post?</td><td></td></tr>
</table>

		● Should clients be able to use the information system, or just employees? ○ Can you tell us more about your clients' general comfort level with technology? ● Do you need to automatically send instagram or something else after you get some new clothes?	
Stock Process #2: Clothes Selling	*1.5, Allen*	● What information do you record while you sell the client's clothes? Is that all required? ● Who will set the price, is that you are going to negotiate the price with the client? Do you need the system to auto calculate the sale price, like 5% of the client's price? ● What information do you record while you cannot sell the clothes? Is that all required? ○ Do you have extended selling services?	
Stock Process #3: Marking stock down	*3, Allen*	● What information do you provide to the client and What information does the client need to provide to you? ● What is the post-sales service you would like to have? ● How & how often do you update the information after it is stored? ● Who is the guy changing the information? ● We notice we not only accept the individual client clothes but also accept business client clothes, Should we separately record the client?	
Stock Process #4: Returning unsold stock to clients	*2,Vicky*	● Currently, how do you return the stock to the client? ○ Let the client collect or post it? ● Can they cancel the consignment ? How about while selling the clothes, if the client decides to return the clothes is that they have a punishment? ● And will it be recorded? ● Does the client have a lower credit if they do this?	

Stock Process #5: Donating unreturned stock to Salvos	*1,vicky*	● After 8 weeks, do we need to ask the client if the clothes can be donated or we just just send it back? ○ If they choose to send back we require them to pay their post cost right?	
Stock Process #6: Paying clients	*1.5,Vicky*	● The payment should be paid before the clothes are sold, or we get paid while we receive the clothes? ○ If the clothes fail to be sold, should we need to send the money back? ● Do we need to record actual money to be paid and expect money to be paid?	
Stock Process #7: Automated reporting on the business	*Tim*	● You mentioned that you would like an automated reporting system. Could you please discuss the different features you would like to be covered by this automated reporting system? ● Are there any other aspects of the reporting system that you would like to discuss? ○ Not sure about the details ○ Can let me know later on ○ E.g. overview of how many clients, how much stock was sourced,	
Finances	*1,Tim*	● How much do you think this system will be worth to you? Discuss details ● What is your estimated budget for developing this system? Discuss details	
Conclusion	*0.5, Tim*	● Thank the client ● Tell them we will be sending a follow-up email of details of the interview Any final comments or questions you would like to ask before we end the interview?	

		One more thing= to do into the new system is the mark down -> every week if the stock is not sold, then on monday it should be automatically marked down by 10%. Each week this should apply, on the monday.	

Follow-Up

Items Resolved	See interview record
Items Pending	See interview record
Next Session	TBA

Interview Transcript

Requirements Overview

Notes:

- The 6 identified major requirements were confirmed.
- 1 additional requirement was specified: automated business reporting- e.g. clients, stock sales, cash flows, etc.
  - This will be discussed later in the interview.

Stock Process #1: Source stock from clients

How do you source stock from clients? How would you like this process to be automated?

- Currently the client brings in their stock, if they are not yet a client, they fill in a client form and Dan recommends the price based on his experience.
- For business clients and individual clients, they have a different form to fill in.

Should clients be able to use this system directly, or through employees?

- Clients should be able to register themselves.
- Dan (/employees) fill in the stock information into the system
  - Using a digital version of the existing stock form.

Do you need to automatically send instagram or something else after you get some new clothes?

- When stock is low the system should be able to get the clients' details and notify them to bring in more stock.

Stock Process #2: Clothes Selling

What information do you record while you sell the client's clothes? Is that all required?

- Currently on a physical form (ref. consignment sample form document)

Who will set the price, is that you are going to negotiate the price with the client? Do you need the system to auto calculate the sale price, like 5% of the client's price?

- Dan might change the price based on his experience

    - Indicative that this does not need to be automated? Follow-up with Dan is required to confirm this detail,

What information do you record while you cannot sell the clothes? Is that all required?

- After 8 weeks if the stock is not sold, the system will notify the client to come and collect the item. If they do not pick up within 4 weeks, it will be donated to charity (Salvos)

Do you have post-sale services? E.g. refund policy.

- Currently no refund policy- except in extreme / exceptional cases which are dealt with on a case by case basis.
    - The system is likely not going to handle refunds. However, it can still be useful to record / notify the store about refund requests.

Stock Process #3: Marking stock down

What is the post-sales service you would like to have? E.g. refund policy.

- Currently no refund policy- except in extreme / exceptional cases which are dealt with on a case by case basis.
    - The system is likely not going to handle refunds. However, it can still be useful to record / notify the store about refund requests.

Stock Process #4: Returning unsold stock to clients

Currently, how do you return the stock to the client? Let the client collect or deliver by post?

- Pick-up.

Can they cancel the consignment? How about while selling the clothes, if the client decides to return the clothes is that they have a punishment?

- Handled by Dan on a case by case basis.
    - Not handled by the system.

Stock Process #5: Donating unsold stocks to Salvos

After 8 weeks, do we need to ask the client if the clothes can be donated or we just just send it back?

- No. Clients are notified and given 4 weeks to come and pick up their unsold stock. However if they don’t come to pick it up, it will be donated to charity.

Stock Process #6: Paying clients

The payment should be paid before the clothes are sold, or we get paid while we receive the clothes?

- After. The Monday morning after the stock is sold, the client is paid for their sales.

If the clothes fail to be sold, should we need to send the money back? Do we need to record actual money to be paid and expect money to be paid?

- Should record the sale price.
- When stock is sold, depending on whether the client is an individual or business client, Dan will deduct the [appropriate] commission [rate] from the sale price before paying the client.

Stock Process #7: Automated reporting on the business

You mentioned that you would like an automated reporting system. Could you please discuss the different features you would like to be covered by this automated reporting system?

- Has the idea in mind- but the details have not been worked out yet.
- Dan can let us know these details later on.
- The type of reporting could be:
  - The number of clients from last month
  - The amount of stock sources from last month
  - Etc.
    - Other examples mentioned in the requirements overview section: clients, stock sales, cash flows, etc.

Finances

Do you have an estimated budget for developing this system? And if so, how much?

- A reasonable price; between 10k-15k.

Conclusion

We will be sending a follow-up email of details of the interview

Thanks the client

Do you have any final comments or questions or things you would like to communicate to us before we conclude this interview?

- One other feature to add in the new system is the markdown feature:
- Every week on monday, if the stock has not sold, then it should be automatically marked down by 10%.
- Each week this markdown feature should apply, on Monday.

Thank you for your interview on behalf of the team

- If you have any questions, feel free to email me (Dan Summers) for more information about the requirements.

Interview Record

Meeting Time: Wednesday 24/11/2021 6:30PM

Meeting Place: Zoom

Participants: Dan Summers , Owner of Secondo store

Minutes takers:

Rui Qin, Project Manager
Chenxin Zhang, Project Manager
Timothy Correia-Paul, Project Manager

Attendance:

Dan Summers , Owner of Secondo store
Rui Qin, Project Manager
Chenxin Zhang, Project Manager
Timothy Correia-Paul, Project Manager

No.	**Item**
1.Major optimization:	6 stock processes that That would like to be automated. 1. Sourcing stock from individual clients and business clients 2. Selling clothes 3. Marking down stock 4. Returning unsold stock to clients 5. Donating unreturned stock to Salvos 6. Paying clients if their stock does sell. Additional functionality ● Different types of reports!! E.g. how many clients for the last month, type of stock they have.

<table>
<tr><td>2. Source stock from clients</td><td>Source stock:
Prefer the client bringing the stock
If the client isn't their client yet, request to fill the form
review the stock and source
Different types of clients. Eg business client and individual client
Fill the each of form depend on different client types
Who is able to use the information system:
Client register themselves on new system
Dam record the stock detail
Currently, using physical form
Automatically advertising:
Notify them bring more stock
Maybe use other media or maybe later</td></tr>
<tr><td>3. Marking stock down</td><td>Information required for consignment:
Stock number ,Date,client number, stock type, stock colour, stock size, stock condition, stock brand, vintage(Y/N), stock description, shelf/ Rack location, stocking fee receipt number, amount paid, stock asking price,
sold(date/amount)
paid(date/amount,paypal translation no)
unsold(Pickup date/collected date/ charity date)
Markdown schedule
Automed set price:
No, change price base on Dam’s experience
Mark down price:
Mark down happen in every week Monday and it is flexible
The deflate 10%</td></tr>
<tr><td>4. Returning unsold stock to clients</td><td>Return the stock to the client:
Normally let customer to come and pickup
If stock is not sold, Owner will notify the client to come and pick it up, but after 4 weeks then donate.</td></tr>
<tr><td>5. Paying clients</td><td>After the the clothes are sold, they will pay to the client on next Monday morning
Record the sale price
While pay the client, the price will be difference base on the client is individual or business client</td></tr>
<tr><td>6. Finances</td><td>The budget is 10-50 thousands dollars, but it may change if reasonable</td></tr>
</table>

From: Peter Huynh
Sent: Saturday, 27 November 2021 10:40 AM
To: 秦 睿
Subject: Re: Business Interview Follow Up --Team Group 26

Dear TEam 26 Consulting Team,
Thank you for sending me the interview record.
I will review it and will get back to you if I have any questions.

Regards,
Dan

On Sat, 27 Nov 2021 at 01:34, 秦 睿 <rqin0002@student.monash.edu> wrote:

> Hi Dam,
>
> I'm Allen and I'm the project managers of Team 26 interview.
>
> I would like to introduce myself as I will be taking over as your main point of contact from now on.
>
> You might remember me from yesterday's meeting where we spoke to learn more about your retail store.
>
> I am writing this email to let you know that we are currently in the process of drafting up the requirements and we'll be in touch with you soon when we are ready to present them to you.
>
> Meanwhile, please find the attachment, it is the recording of what we discussed in the interview.
>
> If you have any questions or concerns, please don't be hesitated to email me.
>
> I look forward to our next catch up!
>
> Kind regards,

Rui Qin

TEAM 26 CONSULTING

Rui Qin (Allen), Project Manager

Chenxin Zhang (Vicky), Project Manager

Timothy Correia-Paul, Project Manager

E: rqin0002@student.monash.edu