

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	<ul style="list-style-type: none">• Thank the client• Introduce the team• Tell them the purpose of the interview
Major optimization	2	<ul style="list-style-type: none">• Overview of processes for automation• Discussion of any additional tasks for automation
Stock Process #1: Source stock from clients	2	<ul style="list-style-type: none">• Source stock- current process• Source stock- automated process• Automatic advertising system, eg instagram
Stock Process #2: Clothes Selling	1.5	<ul style="list-style-type: none">• Information required• Information record - cannot sell the clothes

Stock Process #3: Marking stock down	3	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • How to deal with the remaining clothes after the consignment time ? • Return method • Donating method
Stock Process #5: Paying clients	1.5	<ul style="list-style-type: none"> • The payment method and time • Do we need to record actual money to be paid and expect money to be paid?
Finances	1	<ul style="list-style-type: none"> • Budget for new system
Finish	0.5	<ul style="list-style-type: none"> • Thank the client • Tell them we will send email of detail

Next Steps

Next Meeting	TBA
Interview Record	<i>within 24 hours</i>