Aircon Retailer

Meeting Minutes

13 September 2022

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| Present: | Client and all members of the Project |

1. **How long should past job assignments be kept in the system?**

For a year.

1. **What happens if a driver or technician is on medical leave? How should this be displayed on the system if someone else takes over?**

If a driver takes a last-minute medical leave, another driver will take over. If a technician takes a last-minute medical leave, the job must be rescheduled to another day.

1. **For each job, is the van allocated to the job or is the van tied to the driver?**

The job is tied to the van.

1. **How long in advance must the staff reject the jobs assigned to them?**

They must reject the job by the prior Friday.

1. **Does the system need to keep track of the annual leaves of the staff?**

Yes.

1. **What if the employees never indicate their availabilities? Will they be randomly assigned a job or not assigned any jobs at all?**

They will be assumed to be available for the assigned job.

1. **What if there are no staff available for a job? Will the job be rescheduled?**

The job has to be rescheduled.

**Additional points of note:**

1. Staff can only check their job allocations on site due to cyber security concerns.
2. Changing of job allocations is possible via phone calls to the manager.
3. Staff logins require a smart card and a pin, for simplicity for non-English speakers.
4. Workload management system for the staff must be multilingual.