1. In the case of an issue escalated to you, what actions are taken?
2. In what way and for what reasons does Chris Patstone report to you?
3. How do you interact with the current TTCS system?
   1. What reports are drawn, what is currently on them?
4. Do you have a close control over interactions between production and the warehouse?
5. Do you have any official interaction with Jose Perez?