Interview questions for Joe(Boss) to see if they are A)Good Questions and B) Who they should be addressed to.

1. There are many questions that we have with regards to the Parts Inventory system. I know you have met with the client, do you know if there is someone specifically in the parts? Or would our question be able to be answered by Eduardo Concepcion the Service Technician?
2. Was FAST not integrated with the old system due to it being used on DOS? It said that the FAST system must be integral with the newly built system, are they looking to have a new system integrated with FAST? Is this feasible?

(Is this next question ok?)

1. It seems with the parts ordering system that there are no clear cut procedures, sometimes they print off a paper from the FAST system…sometimes not. You have indicated that you were looking for software to help implement new procedures, are there some immediate ones that come to mind? Maybe such as security issues or any issues that interfere with customer satisfaction.
2. For the parts inventory system, it mentions a “reorder level”, I was just wondering if you know what this is referring to?

(If our boss knows, or if he knows who we should ask?)

1. Which system are the discounted prices coming from? Or are they just something that is on hand? (AllData system?)

(We were wondering if the following question would be a good question to ask, and if so, who would be the best person to address this with? Perhaps the service technician?)

1. I know one of your goals as a company is to get a software solution that also helps promote good customer service. With that in mind…

I was just wondering if customers gave any indication of what they might not be completely satisfied with. Perhaps issues pertaining to purchasing parts? Or when their car is serviced? Speed of finding the information and parts they are looking for?

1. What part information is placed on the order list? Could we see a copy of the order list? Is it a form or is it done electronically?
2. “How are the slips used to update the inventory? Is this done manually by entering codes into the system?”

(Is this something that would be ok to ask?)

1. There was mention of need for accurate information to help with profits. What issues is your company currently having with lack of reports, or lack of accuracy/information with reports.