

Requirement Elicitation Plan

Objective

The goal of this requirement elicitation plan is to collect detailed, relevant, and practical information from key stakeholders to inform the successful design and implementation of a barcode-based inventory tracking system. The insights gathered will directly influence the system's functionalities, user interface, integration requirements, and support mechanisms.

Elicitation Method Chosen: Interview

Rationale:

Interviews were selected as the primary elicitation technique due to their ability to produce in-depth, personalized, and contextual insights. They allow the project team to probe deeper into each stakeholder's specific needs, expectations, and concerns while also identifying pain points and constraints. This method supports flexible dialogue, clarifies misunderstandings, and encourages openness about challenges that structured tools like surveys may not uncover.

Participants and Focus Areas

The following stakeholder groups will participate in the interviews. Each group was selected based on their role, interest, and influence on the project, as captured in the stakeholder matrix.

1. Store Managers

- **Focus Areas:** Stock visibility, daily operations, sales impact
- **Reason for Involvement:** As frontline operators, they experience the effects of inventory delays and inaccuracies directly.
- **Expected Insights:** Issues with manual reporting, challenges in stockout handling, and expectations from real-time updates.

2. Warehouse Supervisors

- **Focus Areas:** Stock handling, movement, coordination
- **Reason for Involvement:** They oversee stock receipt, storage, and dispatch and understand the flow bottlenecks.
- **Expected Insights:** Process delays, manual errors, and expectations for a system that mirrors warehouse realities.

3. Purchasing Managers

- **Focus Areas:** Reorder cycles, procurement alerts, vendor alignment
- **Reason for Involvement:** They need timely and accurate reorder information to prevent overstocking or stockouts.
- **Expected Insights:** Preferred alert mechanisms, integration needs with procurement workflows.

4. Vendors

- **Focus Areas:** Order predictability, communication flow
- **Reason for Involvement:** They depend on consistent order patterns and timely communication to align their own logistics.
- **Expected Insights:** Lead time expectations, coordination methods, concerns about changes in order frequency or system use.

5. Inventory Manager

- **Focus Areas:** Stock accuracy, data visibility, reconciliation
- **Reason for Involvement:** Central control over inventory system design, validation, and monitoring.
- **Expected Insights:** Data requirements, system oversight needs, issue reporting preferences.

6. Procurement Manager

- **Focus Areas:** Strategic stock planning, vendor performance, cost control
- **Reason for Involvement:** Requires insights into fast- and slow-moving stock and purchasing trends.
- **Expected Insights:** Dashboard requirements, reporting frequency, procurement decision support needs.

7. IT Team

- **Focus Areas:** Integration, maintenance, system reliability
- **Reason for Involvement:** Will implement and support the digital solution's infrastructure.
- **Expected Insights:** Technical requirements, system compatibility, anticipated integration risks.

Approach

- **Interview Format:** Semi-structured, allowing flexibility to probe where necessary while maintaining consistency in question themes.
- **Duration:** Each interview will last between 30 to 45 minutes.
- **Location:** Conducted in-person or virtually depending on availability.
- **Recording:** With consent, interviews will be audio-recorded and notes will be taken.
- **Output:** Interview summaries, identified requirements, and categorized stakeholder needs for documentation and validation.

Timeline and Milestones

Week	Activity	Stakeholders Involved
1	Interview preparation and scheduling	All stakeholder groups
2	Interviews with Store and Warehouse	Store Managers, Warehouse Supervisors
3	Interviews with Purchasing and Vendors	Purchasing Managers, Vendors
4	Interviews with Inventory, Procurement, and IT	Inventory Manager, Procurement Manager, IT Team
5	Consolidate responses and analyze requirements	All participants

Risk Considerations

- **Stakeholder Availability:** Scheduling may be delayed due to workload or conflicting priorities.
- **Incomplete Information:** Stakeholders may be hesitant to share full details without assurance of confidentiality.
- **Resistance to Change:** Some users may be skeptical about adopting a new digital solution, especially if they are used to manual processes.
- **Mitigation Strategy:** Early engagement, clear communication of purpose, and framing the system as a solution to existing problems.

Interview Guide for Stakeholders

1. Store Managers

- What challenges do you currently face with managing stock levels?
- How do stockouts affect your daily operations and customer satisfaction?
- How do you currently get updates about available stock?
- Are there delays in knowing when to restock?
- How do you currently report stock issues?
- What would make stock reporting and restocking easier for you?
- How often do you face issues with stock that doesn't match the system?
- What decisions do you make daily that depend on inventory data?
- How do you think a better stock tracking system would help your work?
- How involved would you like to be in shaping how the new system works?
- Are you open to using a digital barcode-based system to track inventory?
- What kind of training would help you feel confident using this new system?

2. Warehouse Supervisors

- What is your current process for receiving and storing stock?
- Do you face delays when retrieving or moving stock?
- How do you currently record stock movement in and out of the warehouse?
- What challenges do you face with coordination between warehouse and store?
- What information do you wish you had in real-time to manage stock flow better?
- How do stock tracking errors affect your work?
- What tools do you currently use for warehouse tracking?
- What processes would you like to improve?
- Do you think a more automated system would benefit warehouse operations?
- How do you prefer to report or escalate stock issues?
- Are you comfortable adopting a digital barcode-based inventory system?

- What kind of training format (demo, manual, video, in-person) would you prefer?

3. Purchasing Managers

- How do you currently know when to reorder stock?
- What delays or gaps do you experience in getting reorder alerts?
- How accurate is the current reorder information you receive?
- How do you track which items are running low?
- What tools or systems do you use to support purchase decisions?
- Do you experience cases of overstocking or understocking?
- What factors influence how quickly you make purchase orders?
- What would help you make faster and more accurate purchase decisions?
- Do you think automation can reduce reorder mistakes?
- What kind of inventory visibility would help you better plan?
- Would you be open to relying on barcode-driven reorder alerts?
- How would you prefer to be trained or onboarded on using this new system?

4. Vendors

- How do you currently receive purchase orders from ShopWorld?
- Do you face delays in fulfilling orders due to late communication?
- What challenges do you face with ShopWorld's current ordering process?
- What would make the ordering process more predictable?
- How do you prefer to be informed about changes to delivery expectations?
- How do current communication issues affect your ability to deliver on time?
- What would help you align your supply schedule with ShopWorld's needs?
- Do you prefer recurring orders or on-demand requests?
- How important is it for you to have visibility into ShopWorld's restocking patterns?
- Would you be willing to integrate with a system that gives automated alerts?
- Are you comfortable adjusting your workflow based on a digital inventory system?

- What's the most effective way for you to receive system training or updates?

5. Inventory Manager

- What is your current process for tracking stock levels and movement?
- How do you ensure that inventory records match physical stock?
- What common issues arise with inventory data accuracy?
- What are your biggest challenges in managing inventory manually?
- How often do you update or review the stock records?
- What would improve your visibility across all inventory locations?
- What reporting features would you like to have in a new system?
- What system integration or automation would reduce your workload?
- How do stock discrepancies currently get resolved?
- Do you think barcodes could reduce manual tracking errors?
- Are you open to managing inventory using a barcode-based system?
- What training style would help you quickly adapt to this new digital tool?

6. Procurement Manager

- How do you currently monitor stock levels before planning bulk purchases?
- What data do you rely on to guide your procurement strategy?
- Are there gaps in the inventory reports you receive?
- How do you handle suppliers with delayed delivery performance?
- What indicators help you decide on high- or low-priority stock?
- How do you evaluate the performance of your procurement cycle?
- What improvements would help in aligning procurement with real-time stock needs?
- How do you forecast demand or plan seasonal stock?
- Would you prefer automated insights on high-demand items?
- How do you see digital systems improving your procurement workflow?
- Would you be comfortable using dashboards that rely on barcoded data?

- What type of training would help you use the new procurement tools efficiently?

7. IT Team

- What current tools or systems support inventory management?
- How easily can new tools be integrated with the existing systems?
- What are your concerns regarding system downtime during implementation?
- What resources would you need to support the setup of a new digital system?
- How should user access and data security be handled in the new system?
- What past issues have occurred with system implementation?
- How should bug tracking and error reporting be handled?
- What testing processes would you recommend before deployment?
- How can we ensure data flows accurately between platforms?
- Do you have concerns about maintenance or technical support post-launch?
- Are you comfortable supporting a system that uses barcode scanning features?
- What documentation or training should users and admins receive?