

Appendix A

Interview Transcript

Date of Interview: Monday, June 27 2022

Student: Good morning sir, please state your name, firm's name and briefly describe your firm's business?

Client: My name is xyz and my firm's name is Happy Cow Dairy. We are a dairy business that manufactures and delivers dairy products to our clients.

Student: How would you describe your current system?

Client: In our current system, we use Excel sheets to create a summary document for the logistics part of our business manually based on all data like the name of the driver, places visited, truck number, date, distance, quantity of goods in one month based on which we evaluate our performance.

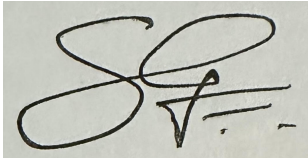
Student: What are the problems you face with the current system?

Client: Our current system is very inefficient as it takes two to three hours or sometimes even more time to fill the Excel sheet and generate reports. It is a very slow process. A main part of our system is to calculate the cost of logistics by measuring and calculating the total distance between all places visited by the driver and taking into account the per kilometre rate and fuel prices as well. We use the services of an external company to help us in the logistics. All trucks have a distance tracker installed but the distance measured is mostly inflated and inaccurate so we use google maps to create a master table and calculate the distance which is very time consuming. This also leads to human error and requires proof reading which also consumes a lot of time. The data gathered is also not managed efficiently and does help us a lot.

Student: Would automating the system which provides all results quickly by taking the places visited and other required details as input be ideal?

Client: Yes, an automated system would be ideal. It would save me a lot of time and hopefully manage and utilise all the data efficiently.

Digital Signature

A handwritten signature in black ink on a light gray background. The signature is stylized, featuring a large, looped 'S' or 'J' shape on the left, followed by a smaller, more complex looped structure, and ending with a horizontal line and a small dash.