Nhóm 4

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Inventory & Warehouse Management System – Interview Plan

1. Objectives of the Interview

Understand how inventory and warehouse operations are currently managed.

Identify pain points, bottlenecks, and inefficiencies in the existing system.

Gather both functional and non-functional user requirements for the new system.

Explore expectations for automation, notifications, and reporting functions.

Ensure that the system design aligns with daily workflows and improves accuracy and efficiency.

2. Tasks to Prepare for the Interview

Define the scope and purpose of the interview.

Identify key stakeholders (warehouse manager, staff, accountant, procurement officer).

Review current procedures and system documentation.

Select an interview structure (→ Pyramid structure chosen).

Prepare 15+ interview questions (closed + open-ended).

Schedule and confirm time, venue, and participants.

Prepare materials for recording (notes, laptop, consent form, recorder).

Send a brief topic outline to participants before the meeting.

3. Interview Questions (Pyramid Structure)

No.	Question	Type	Start Date
1	How many warehouses does your company currently operate?	Closed	27/10
2	How many stock-keeping units (SKUs) are handled daily on average?	Closed	27/10
3	Are you currently using any software to manage inventory? (Yes/No)	Closed	27/10

4	Does the existing system alert users when stock is low? (Yes/No)	Closed	27/10
5	How often do you perform inventory audits? (Daily / Weekly / Monthly / Other)	Closed	27/10
6	Who is responsible for updating stock data in the system?	Closed	27/10
7	Which reports are most important to your operations (e.g., stock level, reorder list, in/out summary)?	Closed	27/10
8	Can you describe the process for receiving goods into the warehouse?	Open	27/10
9	How is the dispatch/outbound process currently managed?	Open	27/10
10	What difficulties do you face when tracking or updating inventory information?	Open	27/10
11	How do you handle discrepancies between physical counts and system data?	Open	27/10
12	How are expiration dates, batch numbers, and storage locations currently tracked?	Open	27/10
13	What functions do you consider essential in a new inventory management system?	Open	27/10
14	How should the system notify users about low stock or reorder requirements?	Open	27/10
15	What improvements do you expect the new system to bring to your daily work?	Open	27/10

Software Development Life Cycle

1. Preliminary Investigation – Investigation Methods

INTERVIEW SESSION GUIDELINE PLAN

- **System:** School Equipment Management

- **Analyst:** Nguyen Minh Hoa

- **Contact Information:** (IT Office – Tel: 0909 123 456)

- **Interviewee:** Tran Thi Lan

- **Position:** Equipment Management Staff – Administration Office

- **Method:** Face-to-face interview at the office

Objectives:

- **Data to be collected:** Process of borrowing–returning equipment, forms, and records used.

- **Agreements needed:** Time for providing documents and confirmation of contact person.

Appointment Time:

- **Start Time:** 09:00 AM – March 16, 2025

- **End Time:** 10:00 AM – March 16, 2025

Content	Estimated Time (minutes)
Introduction	1
System Overview	2
Topic 1: Borrowing and Returning Process How many warehouses does your company currently operate? *(Closed)* How many stock-keeping units (SKUs) are handled daily on average? *(Closed)* Are you currently using any software to manage inventory? *(Closed – Yes/No)*	5
Topic 2: Inventory and Maintenance Management Can you describe the process for receiving goods into the warehouse? *(Open)* How is the dispatch/outbound process currently managed? *(Open)* What difficulties do you face when tracking or updating inventory information? *(Open)*	6
Topic 3: Forms and Reports Currently Used	4

Summary of Key Points	2
Interviewee's Comments or Questions	5
Conclusion and Next Meeting Agreement	5
Total Estimated Time	**30 minutes**

Topic 3: Questionaire Survey Design

PART A – General Information

No.	Question	Type	Options
A1	**What is your role at the university?**	**Closed**	☐ **IT staff** ☐ **Lecturer** ☐ **Teaching assistant** ☐ **Other:** _____
A2	**Which department do you belong to?**	**Closed**	☐ **IT** ☐ **Business** ☐ **Engineering** ☐ **Language** ☐ **Others**
A3	**How often do you borrow teaching equipment?**	**Closed**	☐ **Frequently (≥1 time/week)** ☐ **Sometimes** ☐ **Rarely**
A4	**What types of equipment do you often borrow?**	**Multiple choice**	☐ **Projector** ☐ **Laptop** ☐ **Microphone** ☐ **Tablet** ☐ **Speaker** ☐ **Other:** _____
A5	**What system do you currently use to record borrowing activities?**	**Closed**	☐ **Paper form** ☐ **Excel file** ☐ **Email** ☐ **Internal tool** ☐ **None**

PART B – Evaluation of Current System (Likert 5-Point Scale)

(1 = Strongly Disagree → 5 = Strongly Agree)

No.	Statement	①	②	③	④	⑤
B1	☐ It is easy to check which equipment is available for borrowing.	☐	☐	☐	☐	☐
B2	☐ Borrowing approval is processed quickly.	☐	☐	☐	☐	☐
B3	☐ The return process is well monitored and recorded.	☐	☐	☐	☐	☐
B4	☐ Damaged equipment is reported and updated promptly.	☐	☐	☐	☐	☐
B5	☐ The current system provides accurate information about usage.	☐	☐	☐	☐	☐
B6	☐ There is minimal data loss or missing records.	☐	☐	☐	☐	☐
B7	☐ The staff provide timely support when problems occur.	☐	☐	☐	☐	☐
B8	☐ The borrowing process requires too many paper forms. *(reverse-coded)*	☐	☐	☐	☐	☐
B9	☐ I am notified when the return date is approaching.	☐	☐	☐	☐	☐

PART C – Expectations for the New EBMS

Section C1: Feature Importance (Likert 5-Point Scale)

(1 = Not Important → 5 = Very Important)

No.	Proposed Feature	①	②	③	④	⑤
C1	☐ Online booking and auto-approval	☐	☐	☐	☐	☐
C2	☐ Real-time status tracking	☐	☐	☐	☐	☐
C3	☐ Email/SMS notification reminders	☐	☐	☐	☐	☐
C4	☐ Maintenance request and tracking module	☐	☐	☐	☐	☐
C5	☐ Usage reports by department/time period	☐	☐	☐	☐	☐
C6	☐ Role-based access control (Admin, Staff, Lecturer)	☐	☐	☐	☐	☐
C7	☐ Electronic acknowledgement (signature on return)	☐	☐	☐	☐	☐
C8	☐ Barcode/QR code scanning for faster operation	☐	☐	☐	☐	☐