

People to Interview:

Melinda Parks(Programmer)

Alan Marks(Store Mngr)

Emily Johns(Service Manager)

## Questionnaire Open/Close Ended

1. Can you tell us about your experience with scheduling an appliance repair? If so, can you expand on it?
2. What are the reports that you might expect to extract or attain from the new software we use at the AW?
3. What is the utility for these reports and what are its after effects?
4. What features in the system are you looking for, which it might help in handling the user's requirements?
5. What are your thoughts on different types/styles on dev techniques such as Agile?
6. Are you leaning more on the agile side? Your thoughts on it...
7. Difference between two techniques? Pros and Cons?
8. Cost benefits trade offs?
9. Do you think there are any other ideas/views in developing the system further to increase revenue and also increase productivity?
10. If making these changes, how and what are the impacts on the workers who use it?

The questionnaire must be stratified so that these questions are presented to the staff or the set of audience in order to obtain the valuable output you are looking for from the sample.

## Questionnaire Close/out of range

1. What do you know about the skill required for this job, and the maintenance it requires?
2. What is product-report, and marginal utility?
3. What leads a person to psychological stress?