**Introduction**

* Introduce self, explain purpose of interview
* Ask questions about interviewee, role with company, experience with the problem

**Tell us about the problem**

Existing Erp software

Problems:

-costing: subscription has exponential billing plan

- desired features: cleaner UI, push a lot of buttons, non intuitive, requires lots of practice and training

Main goal: to know and control costs

* Which part causes the biggest amount of wasted time?
* Data entry for both engineering side and purchasing side ( parts have to be created in the database)
* Everything that is manufactured needs to built into the system
* Point is to get data out
* Need to cost hours of work into each piece manufactures
* Looks like it was designed in the 80s, looks gross
* Extremely inefficient
* Weren’t making full use of software
* Can you give us a short overview of your current solution to the problem?
* What does it do well
* What ideally would you want the solution to do?

**What is your current system?**

* What do you dislike most about it?
* What do you like about it?
* It is correct!!
* What are some other options you have looked at as potential solutions
* Everything is expensive, needs to be specific to company

**What is wrong with your current system?**

* Why do you want a new system?
* Of the problems with it, which has the most room for improvement?
* The UI (user interface), need something similar to old system, as long as it has the same options
* Shop people can directly enter their hours
* Different levels of access

**Who will be using the new system?**

* Who will the actual users be?
* Engineers can’t have access to everything
* Restricted level accounts
* Bookkeeper, engineering, managers, sales, purchasing, shop floor (last priority), What is their level of technical expertise?
* wide range of technical skills, no one can delete everything
* Any constraints we should know about?
* Windows 7 or 10

**Overall design constraints**

* What hardware, if any, is used in your current system?
* Generic office cheap computer
* Any other restrictions or constraints we should know about?
* Safety!!! Cannot be corrupted

What does it interact with?

Centralized server

Terms/Glossary

ERP

RHIB Rigid hull inflatable boat

UI

Potentially business terms

PO’s

WO’s