QUESTION 1:

What is your work process?

ANSWER 1:

Mr. Monsieur from the departpartment which is responsible for the orders and invoices described the work process very detailed to us and told us that all orders are done by the telephone or fax.

His first step is to note down all information he gets from the customer on a sheet of paper.

Step 1:

Note all information about the customer (name, adress, sales tax ID number).

Step 2:

Note the date on which the customer made an order.

Step 3:

Giving the order an ivoice number.

Step 4:

* Note how many tons.
  + Every order gets it´s own order / assignment number (PLANING DEPARTMENT TASK)
* Where it has to be load and when.
  + Every loading gets it´s own internal document number and a date (PLANING DEPARTMENT TASK)
* Note how much of the fluid has to be delivered to which destination and when (more then one destination possible => 10 of 30 tons to destination A and the rest to destination B).
  + Every unloading gets it´s own internal document number and a date (PLANING DEPARTMENT TASK)
* Note or determine the date it has to be delivered.
* Determine the price for each ton and calculate the total price without and with the taxes. (FINANCE DEPARTMENT TASK)
* Note the product (name?).
* Determine the date of payment (normally 14 days, also FINANCE DEPARTMENT TASK) .

Step 5:

Typing it into a computer and printing it out twice (once for the customer and once for the finance department.

Step 6: (PLANING DEPARTMENT TASK)

Typing a way bill for the driver including the needed information like:

* Order number.
* Name of the customer.
* Name of the product.
* The total weight.
* The price for each ton. (needless?)
* The drivers tasks ( What to do. When and where).

QUESTION 2:

How is the current system limiting your effort/output?

ANSWER 2:

* The current system is not using any computers except Microsoft Word for printing.
* The business department has to be called for checking if the customer is blocked or not to allow performance.
* The truck drivers are writing unreadable.
* The sorting of paper on Monday takes a lot of time. (orders from the weekend)
* Calculation is made manually.
* A lot of communication with the business department is needed because they decide the most. (maybe giving more permission to Mr. Monsieur?)

QUESTION 3:

How are the bills being stored?

ANSWER 3:

* The bill is not stored digital. There is only one copy of the bill that is stored by Mr. Monsieur in his folders. (Mr. Monsieur is very scared to lose the copy.)
* Searching for a bill takes a lot of time.
* Every order has to be checked after two weeks if it was payed. If not so then Mr. Monsieur has to type a new one because he doesn´t save the files on his computer.

QUESTION 4:

What does your service cost in terms of €/km?

ANSWER 4:

6,25 – 7,50 / ton.

QUESTION 5:

Would you like to have a template for email/invoices/etc.?

ANSWER 5:

Mr. Monsieur uses the computer only for working with Microsoft Word.

He has no idea what an email or a template is.

QUESTION 6:

What information do you need for every order?

ANSWER 6:

See answer 1.

QUESTION 7:

Is there any form of discount?

ANSWER 7:

There is no possibility of giving discounts to the customers but they are thinking about it.

Mr. Monsieur didn´t want to answer this question because its not his task to decide about that.

Stakeholder:

* owner (CEO)
* employees
* customers
* citizens surroung the company
* shareholders
* government
* suppliers