**Interview with CEO**

**About the company**

The company has a total of 100 trucks and 120 trailers. They ship a large variety of fluids, any fluid you can imagine. Thus some trucks may not be used to transport all liquids. For example, you can't transport milk in a truck after oil has been transported in it. The company has four different departments, namely, Finance & Orders, Planning, CEO / management, Drivers.

**The current system**

The system that is currently in place is paper based. Planning is done weekly. If there are any issues, the CEO will only be notified once a week.

Problems with the current system

- CEO can only be notified once a week in case of issues  
- Mistakes are made due to use of paper based system (for example, illegible writing)  
- Information not detailed enough  
- Information supplied too late (only once a week)  
- Only possible to update / change schedule / adjust strategies weekly.

**System requirements**

The current paper based system needs to be converted into the digital system.

There should a possibility to order automatically for a certain period of time. Large customers don't want to order the same shipments every single week.

The system needs to be user specific. Employees speak English, but truck drivers only Dutch. Especially for drivers, the system needs to be very easy to use.

Since the company has a potential to grow and do business internationally, instead of locally, there needs to be a possibility of adding other languages (German and French in particular) in the future.

The system data needs to be updated at least daily, so the CEO is up to date with any problems, delays and overall progress.

The CEO needs to be informed about errors / mistakes so an optimal solution can be applied instantly.

There is a need for employees to be trained how to use the system. We have to organize this ourselves. Only a guide on how to the use the system will not suffice.

The system needs to be up to EDIFACT standards. See: <http://www.unece.org/trade/untdid/welcome.html>

**Future**

In four weeks after the interview, an overview needs to be presented which contains a list of the main functions of the system.

In five weeks after the interview a paper based prototype needs to be presented.