**Truck driver interview outcome**

Q: How familiar are you with technology/computers?

A: Does not like it and is generally unable to work with computers, but is able to use a TomTom.

Q: Do you think you and your colleagues could handle a new system?

A: He says they might be able to work with it if it is really easy.

Q:What sort of things do you transfer? Do they differ?

A: Transports Hazardous liquids like alcohol.

Q: Can you describe a typical workday of yours?How does your schedule assemble?

A: Has a workschedule that he plans himself. The only things he gets in the morning are order forms with a deliverytime. He will plan the route and times by himself. Forms have to be signed at pickup and delivery and have to be handed in at the end of the day.

Q: What do you think your current system leads to?

A: He'll have to drive to other countries in the near future resulting in more paperwork.

Q: What kind of problems occur within your work? What changes should be made?

A: Has bad handwriting which is a problem for the people reading the forms after a delivery has been made. Driver would be happy with the software if it would cover three main issues: Make less errors  
Have less work  
Consume less time