Appendix

Appendix Criterion A:

- Interviewer: Please tell me a bit about you and your company.

- Client: My name is Elsa Amatriain, I am the co-founder of a company called Colores da Terra. We sell crockery mainly in Spain to individuals, but we are thinking about selling to catering services.

- Interviewer: What is the problem that you have now which you want to find a solution to?

- Client: We need to find a solution to maintaining an up-to-date inventory of our stock, which needs to reflect: the things we buy, at what price we buy them, what are the things we sell, and what are the costs of those sales.

- Interviewer: What is the solution you have now?

- Client: Now we have it on an excel spreadsheet, but it is too cumbersome and difficult to use, and it is not very accurate.

- Interviewer: Do you think it is missing anything, which you believe is essential to keeping the inventory.

- Client: Yes. It is missing references. Some of our factories have references in their items, and some of our suppliers don't. We need to create our own reference key, either based on the references of our suppliers, or based on our own methodology.

- Interviewer: What else would you want to do with the program? You would want to add stock, delete stock, view it, and what else?

- Client: We need to be able to, by reference, rather than by line in excel, we need to be able to increase the number of units that we have in that reference, with a cost, we need to know the average cost of that reference, and we need to be able to diminish the number of items in that reference at an average cost. So we then know, at any given point in time, how many units we have of each reference, and how much money we have in inventory and the cost of having that inventory. Also, as we are expanding and we are selling in different cities, it would be nice to know how much we sell in each city.

- Interviewer: How do you want to manage your data? Do you manage it in large quantities?

- Client: We buy a minimum for show, and supply on the spot. However, depending on the client we buy more or less of one reference or we buy different references depending on their taste and their demand.

- Interviewer: What type of things do you record in your existing program?

- Client: We record a description, it would be nice to be able to upload a photograph, then we have number of units, and cost per unit. Each reference will have a generic description such as "Green Bowl". Then we have, overall cost in that reference. We also have, how much we have sold, and what is left, as well as price of sale per unit.

- Interviewer: How do you organize your products, are they all in the same place?

- Client: We keep our stock in two places: Lisbon and Madrid. Ideally it would be great to keep count of where each object is. We might start storing our stock in the factories as well, so we need to have a description or a reference to location.

- Interviewer: In terms of the program, what other features would you find helpful to solve your problem? We have seen that we need to keep an organized, efficient inventory with references, descriptiones, etc. but I was thinking more in terms of reports or something else.

- Client: The most important thing is the inventory, and it has to be user-friendly. So when uploading data, you need to have an input screen where you have: reference number, number of units, and cost.

- Interviewer: Could you please clarify what you mean by cost and price?

- Client: Cost is what I buy it for, and price is what I sell it for.

- Interviewer: Are you planning on doing anything about the sales, so how many units you sell and at what price you sell them, and then print reports about that?

- Client: If we can have another section where we can then record sales, and we can then type in reference number, units, and price of sale, and what is the margin I have made on those units.

- Interviewer: What types of things do you do with your recorded data, do you print reports or share it with other people?

- Client: No we just use it internally.

- Interviewer: I am assuming that you would like it to work across all platforms, is that right?

- Client: Yes we work on Windows, so it is fine for us.

Appendix Criterion C:

Appendix E:

- Interviewer: Let's go through all the criteria for success which we set out at the beginning and assess them individually.

- Client: Okay, perfect.

- Interviewer: So first of all, can you confirm that the application is indeed a desktop application which you can use through graphic interface.

- Client: Yes, the application is running on a computer, and it uses different pages to work with it.

- Interviewer: Are you satisfied with how the application adds items to the stock by inputting a description, a number of items, cost of the items, price, a picture, and a location?

- Client: Yes, the application fulfils all of the above perfectly well. We just opted to log real sale prices in order to derive real margin numbers rather than expected margins which is great!

- Interviewer: One of our criteria was to have a referencing system, which you could use to differentiate all the different items, how do you feel the application fulfils this criteria?

- Client: The app automatically assigns a unique reference number to each new item thus avoiding any possible confusion among the different items in stock, which is exactly what we meant and what we wanted from the referencing system.

- Interviewer: When it comes to logging sales in the application, how satisfied are you with the programs functionality, and usability?

- Client: The Sell window in the app does is easy to use, you just input the number of items sold, and the price at which they were sold as well as where they were sold and the program is able to calculate the gross margin generated on each sale.

- Interviewer: How do you feel about the way the program displays the inventory, and how easy it is for you to see the items in it?

- Client: The main window provides all the key information per item and allows you to sort the items by these different fields, you can also search the inventory by these different fields. This is all really useful when it comes to looking through the Inventory.

- Interviewer: And how about the sales, how do you feel about the way they are displayed?

- Client: Similarly, to the main window, the fact that you can see some key information that sum up the item, and being able to sort and search through the table is very useful.

- Interviewer: You wanted to be able to know the cost of all the inventory, and the total profit made, are you satisfied with how the application does this?

- Client: The app does the two calculations and you are also able to see the total cost, and profit of every item, which can be very useful.

- Interviewer: Do you think the printing function fulfils your needs in terms of printing reports to share?

- Client: The PDF report created which can be ordered based on different fields is useful to show other people the inventory or the sales, and the fact that you can print between two dates is really useful when seeing the profits over a period of time.

- Interviewer: How do you feel the about the save function and how the program re-loads all the saved data?

- Client: The save function could be improved, as I would prefer it if it were manual. The fact that I have to save as I work is risky, as could potentially quit the application without saving my work.