Interview Questions

* Emily Johns – Service Manager:
  1. What do you see as the greatest challenge to the service department?
  2. What reports would you want to receive from each of your departments?
  3. What is your mission as the service department leader?
  4. What do you value in leadership?
  5. What systems are the most important to you in your role and department?
  6. From receiving the issue to the resolution, how long you see this process taking?
  7. How would you rate the company’s infrastructure on a scale from 0-10?
  8. How would you implement training for the new staff?
  9. Describe our culture as you’ve seen it in one word.
  10. Do you have any questions for me?
* Liam Henson – Technician:
  1. What are your expectations for your role as a service technician?
  2. How would you maintain communication with your clients?
  3. What experience have you had that relates to being a service technician?
  4. How would you define success in this role?
  5. What tools do you need to be successful in this role?
  6. When should our service appointments be? What would be the best balance of accommodating customers and meetings your needs?
  7. On a scale of 0-10, how difficult is your usual repair/replacement service?
  8. What’s your favorite part about working in this field?
  9. How do you keep up to date on the latest technology that assists you with repairs?
  10. What do you think are the most common queries you come across?

Development method

If we’re looking for the fastest method to use, we should go for the RAD approach. We should be aware that it does come with a risk of development quality being reduced compared to the other methods, but it will cut dev time and expenses.

Draft Questionnaire

I would recommend stratified sampling to ensure we get different perspectives from each department. We could also inquire all users to ensure we hear from everyone, but if we are trying to do gather data quickly, I’d recommend the stratified method.

* What challenges would this new department create for you?
* What benefits do you see the service department providing the company?
* What benefits do you see the service department providing our customers?
* Would you like to receive any training involving the new department?
* On a scale of 0-10, how would you rate the idea of the new department?
* What are the goals of the new department in your eyes?
* Do you have any suggestions for the new department?