**Questions for an Upper-Level Manager:**

1. What information do you need most often to make decisions about inventory and sales performance?
2. How do you currently track and forecast demand for different spaceship models?
3. What kind of customer or sales data would help you improve long-term business strategy?
4. What qualifies a spaceship for resale in terms of age, condition, and legal status?
5. How do we structure pricing, financing, and trade-in policies to remain competitive while maximizing profit margins?
6. What authentication, inspection, and documentation processes must be followed before a sale is finalized?

**Questions for a Low-Level Employee:**

1. What challenges do you face when trying to find details about available spaceship models or their specifications?
2. How do you currently record sales or maintenance requests from customers, and what problems do you encounter?
3. When a customer asks about their past orders or service history, how do you find that information?
4. What steps do I need to follow when checking in a newly delivered spaceship to make sure it meets company standards?
5. Who do I report to if I find damage, missing parts, or suspicious modifications on a ship?
6. Am I allowed to negotiate prices or offer discounts to customers, or does that need manager approval?

Answers:

1. We would need sales data by spaceship model.
2. Last Year’s monthly average compared to current year’s monthly average
3. Year-over-year customer and sales purchase history and financing requests.
4. Model/Manufacturing year is not less than 5 years old, must pass a full mechanical inspection and no legal restrictions on resale.
5. The pricing, financing, and trade-in policies are structured similarly to the automobile market, which is based on condition, age, and market demand, but on a larger, galactic scale.
6. The spaceship must pass a thorough mechanical inspection, all sales paperwork must be reviewed by a manager or auditor, and background checks/identity verification processes must be completed before the sale is finalized.
7. Specifications can go missing or be undocumented, for example if an owner modifies their own spaceship or the model is considered vintage. Having to check physical manuals or conduct research on every make/model can be very time consuming.
8. Currently we use Excel to track requests and customer information, which can lead to incorrect copies of customer data, duplicated requests causing extra or missing parts, and delays in corresponding with the customer due to inaccessibility.
9. To access the history, we have to access multiple Excel files depending on if the customer is looking for service or parts records. These are stored in separate file locations, so both must be checked to confirm each customer’s full history.
10. There is an inspection checklist and intake form to be completed for each ship that is tracked by the ship’s serial number.
11. Damage, missing parts, and suspicious modifications should be immediately reported to your supervisor. Do not complete any further work until the area is inspected by your supervisor, as this could lead to unsafe working conditions.
12. Discounts and/or price negotiations are authorized up to a certain percentage of the total sales price of the ship. For exact specifications, please speak with your management team.

-Inventory & Sales Management

1. All spaceship sales data must be categorized and reported by model to assist in inventory and sales performance tracking.
2. Demand forecasting must be based on a comparison of monthly sales averages from the previous year to the current year, and reviewed quarterly.
3. Year-over-year customer purchase history and financing requests must be archived and accessible to support long-term business strategy decisions.

-Spaceship Intake & Resale Eligibility

1. Spaceships eligible for resale must be no more than 5 years old, must pass a complete mechanical inspection, and have no legal restrictions on ownership or resale.
2. Newly delivered spaceships must undergo a standardized intake inspection using a checklist and intake form, which is logged by serial number into the inventory system.
3. Any spaceship with damage, missing parts, or suspicious modifications must be reported immediately to a supervisor, and no work should proceed until further instruction.

-Pricing, Financing & Trade-in Policies

1. Spaceship pricing, financing, and trade-in offers must be based on model, age, condition, and current galactic market demand, and reviewed bi-annually for competitiveness.
2. Sales representatives are allowed to offer discounts only up to a predefined percentage of the spaceship’s price; discounts beyond that require management approval.

-Pre-Sale Compliance & Verification

1. Before finalizing any sale, the spaceship must pass a full mechanical inspection, complete documentation review, and buyer identity verification, including background checks.
2. All sale paperwork must be reviewed and signed off by a manager or designated sales auditor before the transaction is finalized.

-Data Management & Customer Records

1. All spaceship specifications and modifications must be digitally documented and stored in a centralized database, accessible to sales and service staff.
2. Customer sales, maintenance, and service records must be consolidated into a single system, eliminating the need to search across multiple Excel files or file locations.
3. All customer service and maintenance requests must be logged into a centralized system, not spreadsheets, to prevent duplication, delays, and errors in service fulfillment.

-Employee Procedures & Escalations

1. Low-level employees must refer pricing negotiations beyond the authorized discount level to management, and cannot approve exceptions independently.
2. All employees are required to follow the formal escalation process when reporting ship condition issues, and must not bypass supervisor inspection under any circumstances.