1. Overview

The Medical Equipment Quoting System goal model captures the key stakeholders, their primary objectives, the quality attributes (soft-goals) they care about, and the way these objectives decompose into more concrete tasks. It also shows how these tasks interact to support two core use-case steps: Request an Enquiry and Answer an Enquiry.
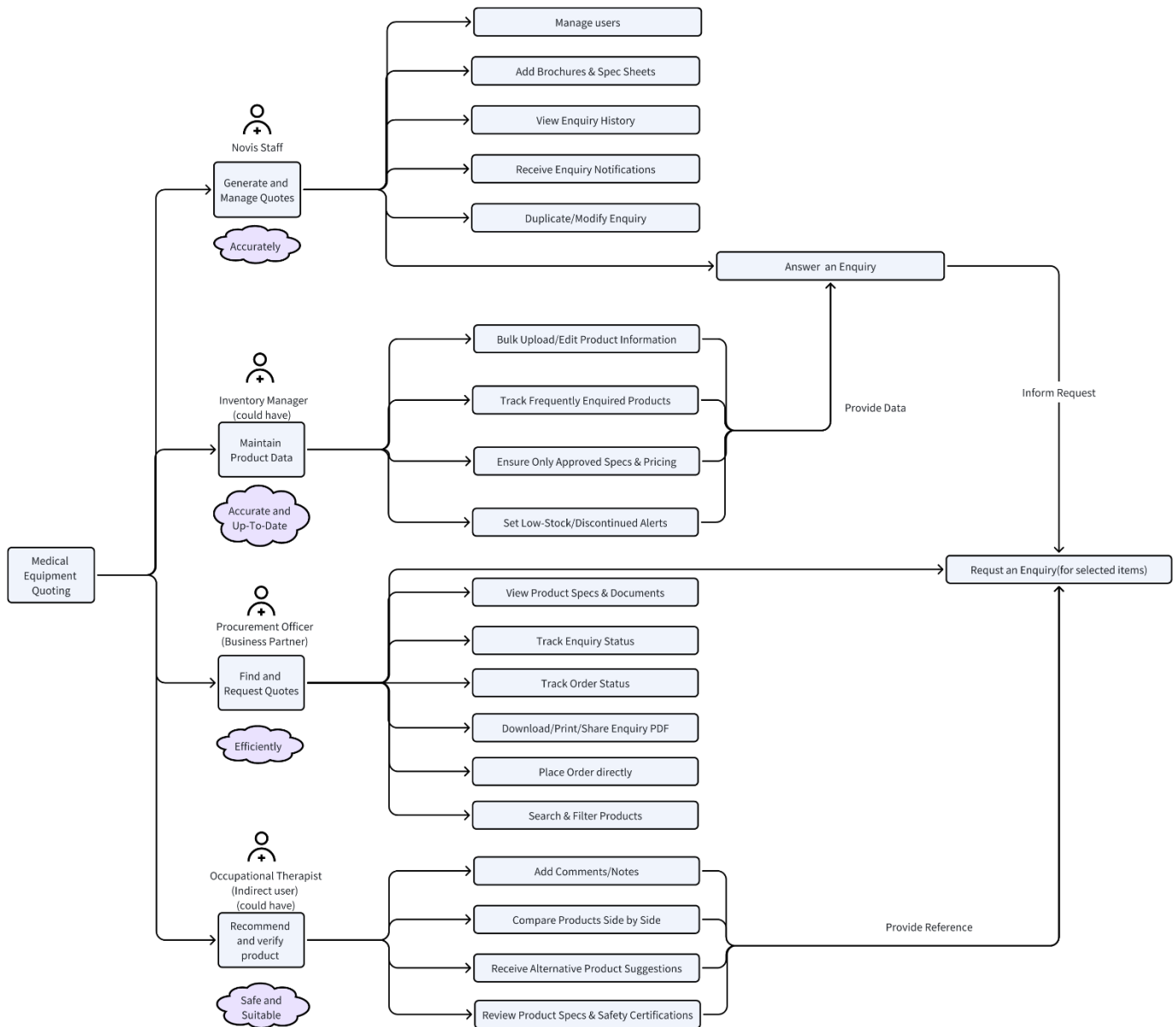

Diagram: The goal model of Medical Equipment Quoting System

2. Actors & High-Level Goals

Actor	Hard Goal	Soft-Goal Quality Attribute
Novis Staff	Generate and Manage Quotes	Accurately
Inventory Manager *(optional)*	Maintain Product Data	Accurate and Up-To-Date
Procurement Officer (Business Partner)	Find and Request Quotes	Efficiently
Occupational Therapist (Indirect user, optional)	Recommend and Verify Product	Safe and Suitable

3. Goal Decomposition

3.1 Novis Staff:

Generate and Manage Quotes "Accurately"

- Manage users

- Add brochures & spec sheets

- View enquiry history

- Receive enquiry notifications

- Duplicate/modify an existing enquiry

Carrying out these tasks enables Novis staff to Answer an Enquiry with precision.

3.2 Inventory Manager (could have):

Maintain Product Data "Accurate and Up-To-Date"

- Bulk upload/edit product information

- Track frequently enquired products

- Ensure only approved specs & pricing

- Set low-stock / discontinued alerts

This feeds accurate product details into the quoting process when staff Answer an Enquiry.

3.3 Procurement Officer (Business Partner):

Find and Request Quotes "Efficiently"

- Search & filter products

- View product specs & documents

- Download/print/share enquiry PDF

- Track enquiry status

- Track order status

- Place order directly

These functions support the user in selecting items and then performing Request an Enquiry (for selected items).

3.4 Occupational Therapist (could have):

Recommend and Verify Product "Safe and Suitable"

- Review product specs & safety certifications

- Compare products side by side

- Receive alternative product suggestions

- Add comments/notes

Their recommendations provide expert References used by Procurement Officers when they submit an enquiry.

4. Interaction Flow

1. Request an Enquiry

   o Initiated by the Procurement Officer (selecting items after search/filter).

   o Optionally enriched by the Occupational Therapist's reference data.

2. Answer an Enquiry

   o Carried out by Novis Staff, using up-to-date product data maintained by the Inventory Manager.

   o Notifications flow back to the Procurement Officer to close the loop.