



Questions 2

1. **All** - How does the warehouse receive sales every day?
 - a. Information about how the orders are stored/sent from the phones to the warehouse?
 - b. **Ben** - What is the iPad used for?
2. **Ben** - What is GDZ?
 - a. Can you talk us through it?
3. **AI** - Are you GDPR Compliant? (What arrangements are currently in place for ensuring that sensitive information is handled responsibly?) -
 - a. Who could we contact if you're unsure?
4. **AI** - How do you store data?
5. **Ray** - What is the customers' general feedback about the sales process?
6. **AI** - How do you feel about the current warehouse process in terms of fulfilling and replenishing stock?
7. **Ray**, what do you think is the slowest section of sales? (Which part needs updating the most?)
8. **AI** - What are the warehouse operating hours?
 - a. Would you be open to expanding them if need be?
9. **AI**, would you be ok with having parts of your job automated.
 - a. You would move into a more overseer role.
10. Do both **AI** (warehouse manager) and **Ben** (warehouse operator) feel the same about the overall processes, and if not, what do they disagree on?
11. **AI & Ben**, Do you oversee the current stock replenishment process, and
 - a. if so, could you outline it in detail

Roles During The Interview

- Note-taker/voice-recorder –
- Interviewer 1 –
- Interviewer 2 –
- Interviewer 3 – ?
- Interviewee 1 – Al Stock
- Interviewee 2 – Ben Back
- Interviewee 3 – Ray Smithy