Interview

Proprietaries

Greet John and Debbie - ask them how they are – introduce yourselves

Can we voice record the interview

Are you comfortable with us taking notes

Two people for questions – one for writing

Smile and maintained relaxed body language

Inform the interviewees that they will receive a full original and amended digital transcript as well as, given their consent, the original recording ASAP after the interview is finished

*DO NOT ASK PERSONAL QUESTIONS UNDER ANY CIRCUMSTANCE! *

Questions

1. **John** – Do you oversee the current stock replenishment process, and if so, could you outline it in detail.

2. **John** – Do you feel the current stock replenishment process works well, if so, why/why-not?

3. **Debbie** – If we were to optimize the stock replenishment system, how would you feel about repurposing the current staff working within this department?

4. **Debbie** – An optimized process will require less staff to oversee the system, how would you feel about managing smaller staff teams? – will it affect staff well-being?

5. **John and Debbie** – How do you feel about the current sales process, and would you be open to a more cost effective, optimized solution?

6. **John** – What do you think is the overall weakest point of the fulfilment process?

7. **Debbie** – Are there any HR implications that come with a new optimized system?

8. **Debbie and John** – Have you received any customer feedback based on your current system, and could you give us a typical response?

9. **John and Debbie** – We have read that the previous employed consultants did not fulfil your expectations, "Much was promised by the consultants, but little of value was delivered" and also the "IMS was not fit for purpose", could you please elaborate on this?

10. **John and Debbie** – If you were to change one process within the current system, what would it be?

Roles During The Interview

- Note-taker/voice-recorder – Robert
- Interviewer 1 – Eoghan
- Interviewer 2 – James
- Interviewee 1 – Debbie Thorne
- Interviewee 2 – John Mann