

Attachment 1: interview transcript

Saeed	Okay, let's start with couple of questions. Since we made the first interview with you guys and we have a couple of questions based on the old questions. For the administration, what kind of information would you like the administrator to see?
Aleyna	Well, actually what we want is three kind of information, but we will prioritize this. So we really want first information about like regarding managing the employees but also about stuff. Employees is right now the number one but it is also nice to have information about stock and later on we would like to have information about the management as well. So if we want an employees administration for the administration we also want attendance and scheduling etcetera.
Saeed	Okay, for the employees you would like to know more like general information, but attendance, let's say statistics of what they can do or what they are doing now?
Aleyna	For example, we would also like to see their roles in company, so we should also be able to assign their roles. We want to know what their roles are, what they are doing. So we should be able to search for them, but we also should be able to add new ones for example.
Soleil	Talking about employee, which data should we store from employee.
Aleyna	I have made a list, because that is actually a very important question. Let me search for it. Yes, so the data about the employee: of course the first name would be nice, the surname, a username and password because later on we would like to have a website for the employees themselves, a phone number so we can reach out to them. But also an address of course because people can move to another city, we need the address. But also the email address, maybe the contact details of their spouses if they are married etcetera. When their birthday is of course, their BSN number, so their social security number. Like I said, the function of course, so their role, is it sales representative or what is their function? But also we can think about stuff like when did the employee start working and do we already know when the end date is, maybe there is no end date and that kind of stuff. Sometimes people leave the company, but sometimes it is because they have to leave, sometimes it is because they have reached the age, so the reason for that would also be nice to have in the system. Let me think, of course there are also prerequisites, so before the start coming to the company we also check some stuff. So for example when you are a sales representative it is very important to speak English and that kind of stuff. Maybe also which certificate they have.
Saeed	So, the background knowledge and maybe also you need phone numbers, language they speak, all of that information?
Aleyna	Exactly, and for the functions it might be possible that someone has more functions.
Saeed	Yeah, it is possible. So back to the administration. For the administration we are going to add they can handle the attendance, scheduling, manage depot, viewing re-shelf request, adding new departments to the system. What would you like to add or remove from this list?
Aleyna	Right now, there aren't coming many things into my head, but we really want to have the information about the employees so like I said, the new ones, the existing ones. But we also want to make manually schedules. Later on we would like this automated, but right now we would like to do it manually. I mean for the work shifts of course, so manually schedule for the work shifts. And it would be nice to have an automated one, but that's also fine if it can't happen now but later. Also assign user roles to the system. And about stock management, cause it is also like, we want

	employee but if it is possible also the stock. So what's important about stock. The information that we would like is for example, which products do we have, but also which are new or even which are removed.
Soleil	Sorry to interrupt, how many departments do we have?
Aleyna	I am going to double check, I know we have a few. So, we have the human resource department, the customer service department, security and the logistic department. Maybe it is handy to know that at the human recourse department there is an HR-manager, so they do the employee functions. At the customer service department there are the sales representatives, so they talk with the customers, they sell the products, etc. You have the support employee and the cashiers. Security has the security guard and the logistic department has the depot workers.
Soleil	Earlier when we talked about employees, you talked about end date and start date, is that kind of contract? Should we create a contract for employees?
Aleyna	Maybe you can add what type of contract it is, that could be possible. And also like I said, so the employee administration, the stock management, but also later on we would like departments kind of administration. So that we have for the employees to check, for the stock management to check and the departments.
Saeed	So for the administration, if you have or you want to add or remove something from this list, we will send you the email of our leader and you contact him to add or remove anything form the app.
Aleyna	Yeah, that's fine.
Saeed	For departments, you mentioned the departments and most of them are management departments like HR, sales and security. For each department, what kind of information do you want them to see?
Aleyna	Well for the HR department it is mainly the employee function. For the logistic department we would like to have the information about the depot management, for like products. For security I would like, there is nothing for it right now, but of course you have to assign roles to the users so they can't see everything. And the customer service department, well the sales representatives should be able to, when the stock is like everything is sold in the store, they should be able to say "Hey, I need more stock", so something for that as well.
Saeed	So, for the sales, you mean there is a person who makes the request for re-shelves?
Aleyna	Yes, exactly!
Saeed	And for the security, do you mean they have access for everything? Or what do you mean?
Aleyna	Well we just have security, it is about security guards. So just securing the store, so there is not really something we want for it right now. The rest is more important, this is not really something we did think about.
Saeed	We'll move now to the next question. For the management, for you guys, they will be able to view various statistics related to the employee, departments and stock. What you would like to add to this?
Aleyna	So, the management, what they should be able to see right? So, of course it should be able for them to see the statistics about the employees. So we would like individual information about them, so we want to be able to search for the employees and see the information. So the data we talked about a bit ago, the data points we want to see about employee. But also, of course we want to be able to adjust the information, for example when the person goes to another city. It would also be nice of course for a management to have an overview of how many employees are working now, how many are sick, how many are attendant. Kind of information to see how the company is doing well regarding to the employees.

Soleil	Do you know how many hours each employee is going to work?
Aleyna	Yes, I actually asked it for you because I thought it would be a question, let me see. So the work shifts. The store starts at 8:30 until 21:00 and the employees start half an hour earlier and to end a day, so they close also half an hour later. There are like 3 work shifts, in the morning like 8:00 'till 12:30 and then the afternoon 12:30 to 17:00 and the evening 17:00 to 21:30. And each shifts has like 4 hours and there is a 30 minutes break which they get paid.
Saeed	What kind of rules do you have for employees on the floor?
Aleyna	What do you mean like the rules?
Saeed	Do you have like only employees just doing everything or also they have manager above them, after that the administration and after that you guys, the management?
Aleyna	Give me a minute, there is one thing. Employees can not work more than 2 shifts on a workday, that's also handy to know. But like what you want to know right now is what the employees can see per department or?
Saeed	What kind of employees you have?
Aleyna	Okay so, we have HR-managers, we have the sale representatives, the support employee, the cashiers, the security guard and the depot workers. So there are not many much others. So those are the important ones right now.
Saeed	So, for the cashiers, they can also do the re-shelf things for the shop or no?
Aleyna	The cashiers not, the sales representatives can.
Soleil	I think he meant which employee is responsible for what? Like for example HR-manager is the one who is going to hire employee or recruit employee?
Aleyna	Yeah, so when you are HR-manager, you do the employee kind of departments. So you hire them, you fire them. With the sales representative you are in the store but you also need to be able to when a product is stored you should also be able to ask for new ones from the depot worker. And the depot worker is the one in the logistic department, he can see the product and that kind of stuff.
Saeed	So you have also depot to manage?
Aleyna	Yeah we also have the depot, that is the logistic part.
Saeed	So this one is going to be a link to our mother company?
Aleyna	Yes, so we have a company and the depot is right behind us, so it is within the building actually.
Saeed	So you want it to be separate from the stock of the store or do you want it to be with the store stock?
Aleyna	So how it is, is actually the depot management are like the products. So we want to see the products we have in the store but also like in the depot.
Soleil	In the warehouse? Like if we still have a product in the warehouse?
Aleyna	Yeah, that is the depot management indeed.
Saeed	Okay, we will make it separate as you want and you will be able to manage the stock. The person who is going to manage it, the administration, the management and also the manager on the floor and the sales person will make the re-shelf. For the employees you want to show data about the product details and the stock to sell?
Aleyna	Indeed for now it is important for the manager to see how the employee management is going. Also, it is not a must but it would be very good if there also could be a depot management to see like the products, adding new products, viewing the products etc. I'm not sure if I heard you correctly but we would like a website for employees later on, but the employees themselves are not the ones who see everything yet on the website, because that's not a must yet.

Soleil	We are talking about products, but we are not sure what products your company is selling? Could you tell us more about the products?
Aleyna	We are actually some kind of technology store. We have products for gaming, films, music, computers. But also for sports and health. Smartphones we have. We have the category photo, video, phone and navigation. We also have stuff for at home like kitchen, home applications and yeah that's actually what we have regarding the different categories.
Saeed	So the employee they will see what they need to see, like the HR will see how the employees are working on the floor and who is going to do what, salaries and the rest of the required information. For the cashier, what do they need to see?
Aleyna	Well, the cashier, I know what you are going at but for now it is really important what the managers see not what the cashiers see. For now that is not a thing, it would be a good thing of course, but I wouldn't tire you guys with that kind of stuff yet. Try to really focus on the employee management and depot, so the products.
Jessie	One question from my side, so you mostly want to see this application build around management and administration? Not really for the workers on the floor?
Aleyna	No not really, indeed. That's for a later time.
Jessie	And you said products are categorized like home products and stuff, do you also want that in the information for products? So you can maybe filter on that?
Aleyna	Yes, that's a very good question. I would really like some information about the products of course, because we would like also to filter our products. Some information which would be nice are like for example: the model of the product, you have Philips you have *brand*, you have from everything of course, the brand name, oh that is the brand name, sorry. We want the price, the description. But also like the weight, the height, for us that is important if we want to transfer products, the width, the depth, but also the category and when you are managing this kind of stuff you also have to think about the stock representation, so in which isle are they in the depot. The location number for example. Maybe even the shipment date, which employee would register for it, so who asked for the shipment.
Saeed	For each employee you are going to have different features, right?
Aleyna	How do you mean?
Saeed	For each employee, like for HR they have different features. Can you tell me what they are for the HR, what kind of features do you want them to have?
Aleyna	Do you mean for the management, what they can do?
Saeed	Okay, for the management, what they can do with the system?
Aleyna	They should be able to add new data, but maybe also delete it or edit it and of course just see the data.
Saeed	More like they are going to see a lot. More statistics and that stuff.
Aleyna	Yes it is really for the management for now.
Saeed	For the administration, what do they want to do with the system?
Aleyna	Well the administration would just like to have the insights in the data, so like we said have an overview and see the things are going actually.
Saeed	And for the managers?
Aleyna	They can see everything actually. They should see how everything is going. Well it depends on which manager. For example, when we talk about the employee, the HR department, the HR-managements should see the employee management stuff going on. They would see that one. So they hire new employees, schedule their work shifts, maintain the contracts, etc.
Saeed	Okay, thanks you for answering. Also I have a small question, could you walk me through the process of sales and re-shelf?

Aleyna	How do you mean resales?
Saeed	Refilling the shelves.
Aleyna	Oh yes, of course. Maybe you remember I told you a bit earlier that we have sales representatives, so when they see a product that is so popular that the shelf is emptied out, the sales representative should be able to request for restocking the product on the shelf. So he or she should be able to say "hey, those products are actually sold already, so we need new products here". So in this case we actually like with, I think you are talking about viewing the re-shelf request right?
Saeed	Yes, who actually do they send the request to?
Aleyna	They will send it to the depot worker, which is in the logistic department.
Saeed	And the depot worker, he going to send it to who?
Aleyna	Like sending, I would just say that, that is not something I know. The request should include the model, brand name etcetera and the depot worker should just be able to say "yes we have it, we are going to send it". And maybe also nice to say "yes, it has been sent" or not.
Saeed	I would like to ask, who is going to buy the products from suppliers?
Aleyna	I would say the depot workers.
Saeed	Last time when we asked about the information stored about the employee, you mentioned already the hours and address, name. But you said you didn't know about it that moment, would you like to add more now?
Aleyna	I did actually mention the whole list, remember, with the BSN etcetera, that is actually all the data points. If you want to I can repeat it.
Saeed	No, okay we already have it, but if you want to add something.
Aleyna	No, that is enough for now.
Saeed	Okay, I want to clear up one thing about the stock and depot. Is the administration responsible for adding the products? The administration or the depot?
Aleyna	I'm sorry?
Saeed	Who is going to add the products, the depot worker or the administration?
Aleyna	The logistic department. So the depot worker is in the logistic department and the logistic department is responsible for handling the stock and from registering shipments to new products and restocking shelves etcetera, indeed. So it is the logistic department who is responsible for it. And I have two minutes, because another meeting started, but if you have questions go on but I just wanted to let you guys know.
Saeed	For the product, would you like to search for it by barcode or we can do it be product ID, which we can make?
Aleyna	Both is fine. A barcode is also a good idea to have but maybe also the product ID. But it is also of course very important to do like when you search for products you can have the model, brand name, category, etcetera. That you can filter on different features let's say. But selling the product may be both, barcode and the ID. Whatever you guys see fit.
Saeed	Okay, one of the last questions. If we found out we need information to make the system work, would that be a problem?
Aleyna	No it won't be a problem but of course it is very important to keep in mind, when new employees are going to work with a system it can be very difficult to see different buttons. I know we are asking for a lot of features, but adding a lot of extra features may be a bit difficult. But if it doesn't get to complicated I wouldn't mind.
Saeed	Are there any things you would like to add from the mother company Jupiter?
Aleyna	No, really I would like the things they don't have. So managing the employees and the stock. Later on it would also be cool to have the department managements, because maybe we could even assign work shifts for departments.

	So we can link the depots part and employee part, but that is for later on.
Soleil	How do you like to search employee, would you like to search employee by departments or be their name?
Aleyna	I think it's very important to search on more features. For example, when someone doesn't know someone's name, but you know the function of that person, you can type in the function. When you only know like the phone number, you would want to be able to search on that one as well. So I think it's a bit important to think about that process, what is important to find someone in a huge company.
Saeed	I have one more question.
Aleyna	Can it be the last one?
Saeed	Yes, I think the last one. Lets say you would like to add or delete some features, thinks that you want or don't want, you can contact our leader Ivan, we will send you all the details that you could contact him on.
Aleyna	Yes, thank you that would be helpful.
Soleil	One last question because we talked about a lot of things, what things should we prioritize?
Aleyna	That is a very good question. Please focus on the employee management and then on the depot management. So focus on the employees, removing them but also viewing them and that kind of stuff. But I really have to go know.
Soleil	Yes, I think that was it. Thank you so much.
Saeed	Thank you for your time.