12a. EXTERNAL CALL: TELEPHONIC TEMPLATE (T2)

List of Questions to Ask and Record

(Give the reference of the requirement you are calling about and then proceed with the questions.)

Questions

1. What is your understanding of the requirement? What needs to be done?

2. What is the process you will follow? What are the steps to be followed?

3. What are the outcomes of this process?

4. Are there any preconditions to achieving this outcome - what do you need [Design Partner Name] to do, what do you need SVP MJM to do? How can you help?

5. What are the resources (financial, human, physical) that [Design Partner Name] needs to organise?

6. What is your time availability? How much time can you devote to this, over what length of time?