

Interview summary

Interview Summary			
System: Wheels		Project reference: Wheels/04	
Participants:		Annie Price (Shop manager for Wheels) Simon Davis (Developer)	
Date 10 February 2004	Time 14.30	Duration 45 minutes	Place Manager's office
Purpose of interview Preliminary meeting to discuss procedures and problems with the current system			
No.	Item	Action	
1	Difficult to deal with queries.	Bike details and availability should be easily accessible.	
2	No records of customer details or hires, so there is a problem when a customer wants the same bike as previously.	A record of previous bikes hired could be stored with customer details.	
3	A customer hiring more than one bike is very complicated and makes a lot of extra work.	Investigate ways of simplifying hire procedures for more than one bike.	
4	Receipts written out by hand.	New system must produce a computerized receipt.	
5	Need to write extra details about specialist bikes on card.	Redesign card to cater for specialist as well as standard bikes.	
6	Feeling that customers may not be happy with the current system.	Produce questionnaire about current procedures and ask customers to complete.  Arrange interviews with Mike, Naresh and other staff.	

Figure A.3 (see also Figure 2.8 on Page 35) Summary from interview with Annie Price