

Appendix

Section A.1- First Interview, Getting to know about the business and the problem faced by the client

Date - 26 July 2019

Place - Client's shop - AutoCare, Gurgaon

Members present - Developer (student), Client (Mr.Sameer)

Me: Describe your business.

Client: I am into the business of selling spare parts for tractors and other commercial vehicles. Apart from this I also have a workshop for servicing commercial vehicles.

Me: What problem(s) does your business face?

Client: My business is cyclic in nature wherein the demand for spares grows manifold during the time of cultivation and harvesting of crops. Therefore during this time managing right inventory of spares becomes a challenge leading to loss of business frequently. Also the city from which I operate is far away from nodal distribution supply points therefore it is very important to have the right stock of spares at any given point in time. Lastly as my business is on credit so I do not have the luxury of investing scarce funds in high inventory.

Me: How are you currently maintaining your records?

Client: Currently, I have been using manual methods of entry in registers and notebooks to keep track of the inventory.

Me: Are you comfortable using a computer?

Client: Yes I have working knowledge of computers.

Me: What ideas are you thinking about to solve the problem?

Client: I have seen some very nice softwares installed in offices of some of the distributors who supply me inventory. I am keen in availing a similar system for my business.

Me: Are there any requirements for the products, for example, which types of softwares do you have and what expertise do you have in them?

Client: Currently I do not have any software, entire inventory management is done manually and basis past experiences.

Me : How many people are working for you in your business?

Client: 15

Me: How happy are you with your current system and how soon would you like to implement the new system.

Client: As currently my entire inventory management and control system is manual in nature I feel restricted in my day to day operations. I use manual methods for the servicing centre I had recently opened which causes me to lose track of when the vehicles need to be serviced which has led to customer dissatisfaction several times, and since I'm planning to expand my business it will definitely make it harder for me to use the manual system for inventory management.

Section A.2- Gathering the Initial Requirement

Date - 27 September 2019

Place - Client's shop - AutoCare, Gurgaon

Members present - Developer (student), Client (Mr.Sameer)

Me: Good morning Sir. Shall we discuss about what are your ideas and requirements about the application?

Client: Yes. I am looking for an application to manage the inventory. It should be a simple application in which I can easily organise inventory, keep data of all the suppliers I am in business with, and also data technicians and parts which I use in my business, keep data of customers who send their vehicles for servicing, and also keep a track of big orders I have to complete.

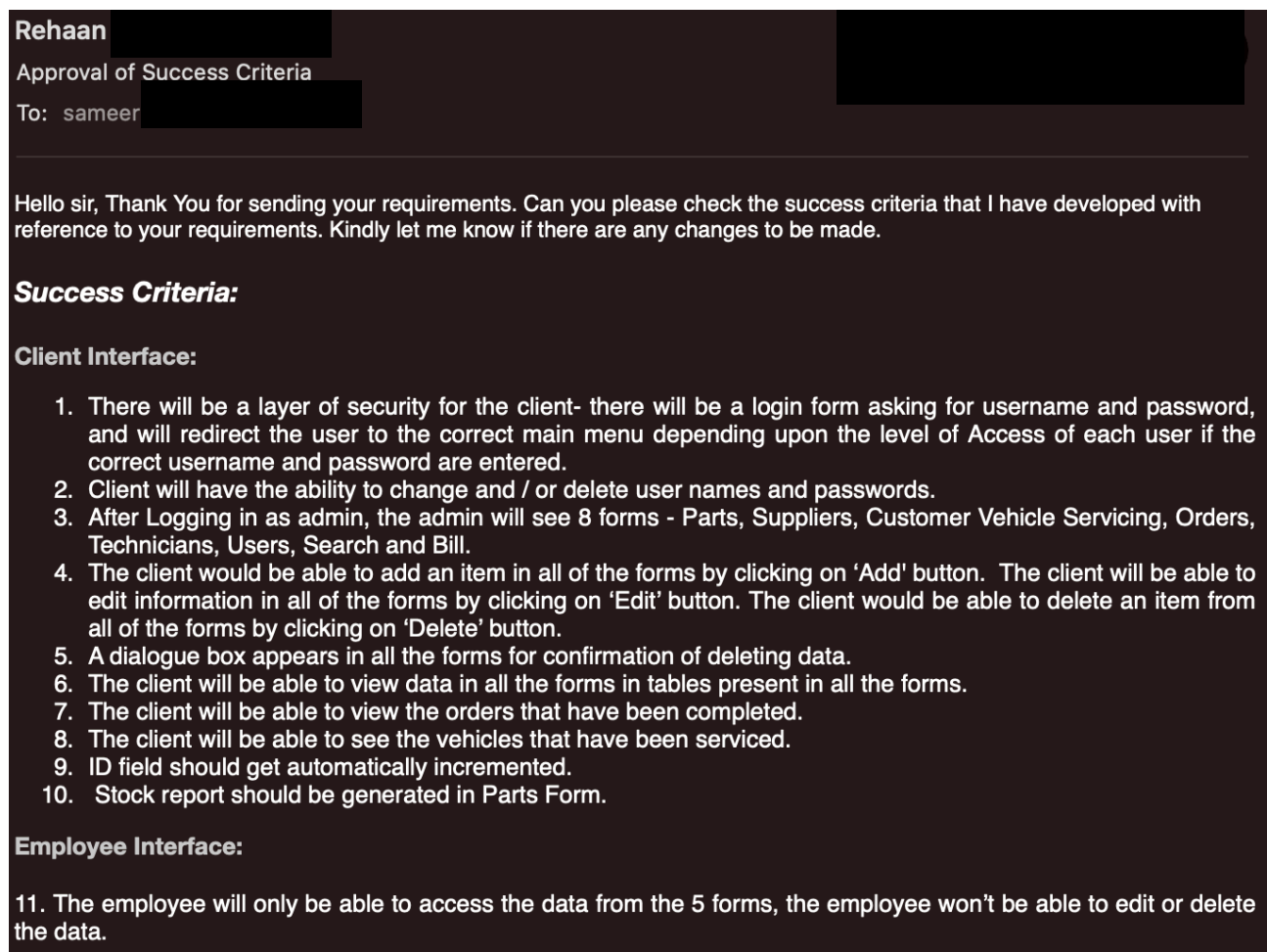
Me: Ok. What major features do you think would be required in this application?

Client: It should include login form for me for security. I should be able to Add, Modify, Delete item and view items all forms, I should be able to generate a stock report, and should be able to generate separate bill invoices for customers. I should also have the ability to change access rights for the technicians working for me.

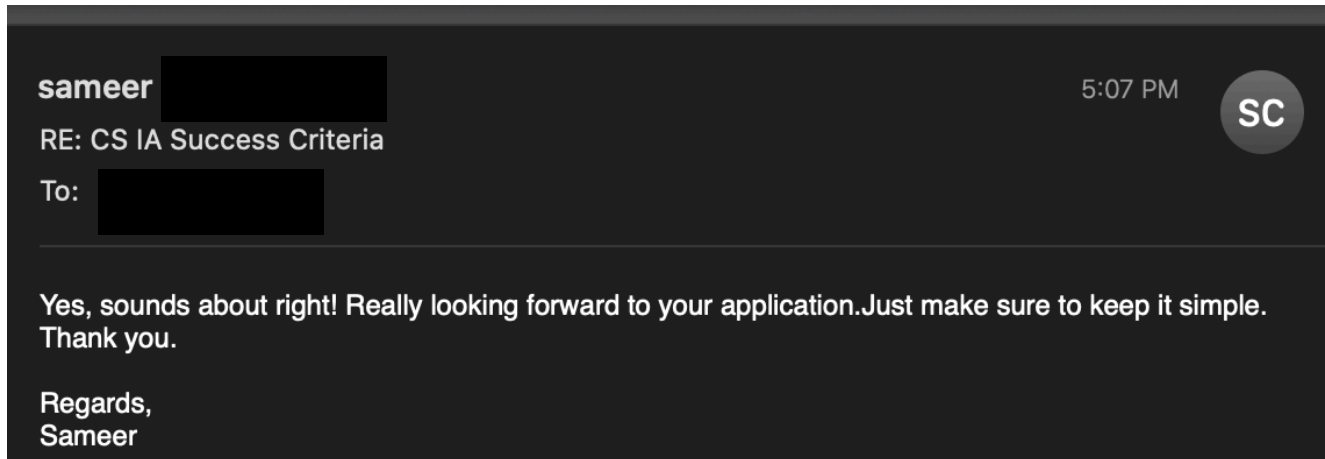
Me: Thank you sir, I will brainstorm for a couple and days and make a list of requirements you have listed.

Section A.3- Approving the Success Criteria

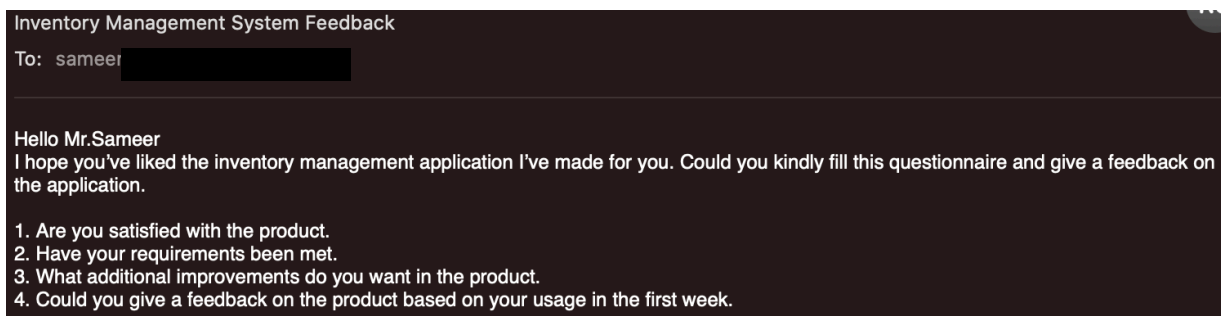
A few days later, I sent a mail to my client after discussing with my teacher and creating the success criteria. Kindly find the screenshot below



To this he replied:



Section A.4- Final feedback from the client:



To this he replied:

