

### **Warehouse Case – Part 3**

As the BA on the warehouse team, you have helped identify the key stakeholder and write the scope document. The scope was approved and the project is starting. Now you need to refresh your understanding of the process involved, reread the original interview notes with each stakeholder and then re-interview them, going into more detail about the operation.

#### **Warehouse Process**

Customer orders are taken by a customer service representative using a new order system, he then checks for the availability of inventory using a separate old inventory system and places a reservation against that inventory. Customer service has no interest in changing out their new system and has told the project so. The shipping team at the warehouse prints the pick list and shipping papers from their inventory system. Warehouse personnel also record inventory as it arrives from the manufacturing sites. After orders are picked and the prepared for shipment, they are loaded onto the carriers trucks for delivery to the customer which the shipping personnel confirm in their inventory system so that the CSR's can check if needed.

When there is a pending order and no inventory, the customer service team calls the plant and asks them to make a rush order. Rush orders are delivered to the warehouse and often loaded directly onto the carrier's trucks. Paperwork is often created manually to ensure prompt delivery.

#### **Your Current Assignment**

You have been assigned one of the stakeholders to interview.

1. Prepare 5-10 questions that you would like to ask your assigned stakeholder.
2. Plan how you want the interview to proceed.
3. Interview the assigned stakeholder (me) for 5 minutes.