

# Good kahuna cleaning supply case study example

[Business](#), [Marketing](#)



## **Develop a fact-finding plan including interviews, documentation review, observation, questionnaires, sampling, and research.**

Notably, Whitten (2005) argues that a fact-finding mission is the most crucial step to identifying the information needed to create a solid plan as it highlights the areas that need changes the most. As a system analyst, the fact-finding mission educates them to establish what could or should be done. Robert Hanover, the system analyst employed by Kahuna cleaning agency was in a much similar path. His fact-finding plan would help managers at the cleaning business better understand the new model using business goals, therefore, making his system successful for the business. First, Robert would spend a great deal of time conducting interviews if he had a chance of uncovering the loopholes that existed in the old system and making sure that they did not exist in the current one. To develop an effective interview plan, he needed to determine whom he needed to interview especially because the business was initially run by an informal structure of management. Secondly, he needed to establish objectives that would act as guidelines to uncover the facts that he needed.

Secondly, he needed a documentation review. For good documentation at the interview, he would need to take notes. However, they would be at a minimum (Whitten 2005). Secondly, he would also need to record the information quickly after the interview since it would be mostly unrecorded in his notes. Finally, he also had to plan to send memos after the interviews to the interviewees expressing gratitude for their time and providing a summary of his documentation which they then they could offer additions or

corrections. Arguably, documentation from other areas from the fact-finding mission should be recorded simply, in a logical order, and should be recorded as soon as possible.

Observation is also very important part of the fact-finding plan. Whitten (2005) states that it enables the analyst to see the new system in action. In so doing, they could have a better understanding of the systems procedure and workability. However, it is very important for the analyst to plan different scenarios of observation in advance.

Another fact-finding activity that provides priceless information for the analyst is through questionnaires. It is important for the questions used in the questionnaire to collect the right data that is relevant for the business, as well as the mission. Questionnaires bring up the issue of sampling because it represents the overall feelings of the population and should, therefore, be very accurate (Whitten 2005). There are several sampling methods available, which include systemic, stratified, and random.

Finally, the analyst needs to engage in different research avenues. They would help him gather background information as well as industry trends and developments (Whitten 2005). This will help him better prepare for the fact-finding plan since they will give him a general level that he wishes to achieve with his company.

Review the organizational model above and list the individuals you would like to interview. Prepare a list of objectives for each of the interviews you will conduct.

Using the organization model created, I would have quite a number of people in management that I would need to interview. This would facilitate my

ambition to create an elaborate guideline for the new changes and how they would help their areas of operation. The individuals include Andrew McClean the Director of Sales, Anna McNally the Director of Finance, Martha Seymour the Director of Operations, Dennis Martin the Shipping/Receiving Manager, George Thomson the Warehouse Manager, The Sales Rep (6), Accounting Billing Clerk (2), and the Customer Service Rep (3). In order to be productive in my interviews, I would also need to create objectives for my interviewees.

- Andrew McClean the Director of Sales
- If he has an example of a company with better information management
- Any ideas that would help create an effective information management system
- Problematic areas in the current traditional system
- Anna McNally the Director of Finance
- The benefits of a better information management for the whole business
- Requirements of the new information system
- Kind of information that should be included
- Kind of information that should be excluded
- The Sales Rep (6)
- The kind of information collected by operations
- Requirements of the new information system
- Kind of information that should be included
- Kind of information that should be excluded
- Accounting Billing Clerk (2)
- The kind of information collected by operations

- Requirements of the new information system
- Kind of information that should be included
- Kind of information that should be excluded
- The Customer Service Rep (3)
- The kind of information collected by operations
- Requirements of the new information system
- Kind of information that should be included
- Kind of information that should be excluded

### **Prepare a list of specific questions for each individual you will interview**

- Andrew McClean the Director of Sales
- Do you think that the sales department needs a better information management?
- How do you think the business in general will benefit from better information management?
- Which other businesses do you think have a better information system than this company and how does it work?
- Do you think the business is losing revenue because of the current information system that the business is running by?
- What should be included in the new information system
- What information should be included in the new system?
- What information should be excluded from the new system?
- The Sales Rep (6)
- Do you feel that this department needs a better information management?
- What would be the benefits of better information management for the

whole business?

- What should be included in the new information system?
- What kind of information do you think should be excluded from the new system?
- Accounting Billing Clerk (2)
- Do you feel that this department needs a better information management?
- What would be the benefits of better information management for the whole business?
- What do you think should be the requirements of the new information system
- What kind of information do you think should be included in the new system?
- What kind of information do you think should be excluded from the new system?
- The Customer Service Rep (3)
- Do you feel that this department needs a better information management?
- What would be the benefits of better information management for the whole business?
- What do you think should be the requirements of the new information system
- What kind of information do you think should be included in the new system?
- What kind of information do you think should be excluded from the new system?

Design a questionnaire that will go to a sample of Kahuna Cleaning Supply

customers to find out if they were satisfied with the sales and ordering process. Your questionnaire should follow the suggestions in this chapter. Also, decide what sampling method you will use and explain the reason for your choice.

- Do you enjoy doing business with Kahuna Cleaning Supply?
- Are you satisfied with the current sales and ordering process?
- What do you think are the weaknesses of the current sales and ordering process?
- What improvements do you think the company should make in its sales and ordering process?
- What other cleaning supply business would you say has a better sales and ordering process?
- If given a choice, would you do business with the other companies or Kahuna Cleaning Supply?
- What do you think are the winning procedures of the sales and ordering process at Kahuna Cleaning Supply?

After collecting the information through the questionnaires, I would have to select a sampling method to document and evaluate the information collected. In this case, Whitten (2005) suggest that use systemic sample, which means that I would select every 20th customer for the review process. This sampling process would ensure that I capture the overall representation of the overall population of customers.

## **Works cited**

Whitten, Jeffrey L., & Bentley, Lonnie D. Title Systems Analysis and Design Methods, 2005. McGraw-Hill Higher Education, ISBN 978-0-07-305233-5.

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