



TSK REENGINEERING PROJECT

We are designing a new franchise management system. The benefit of your first-hand experience is vital to our success. (After all, you're going to be using it more than we are.) The purpose of this survey is to collect your input and advice. Thank you in advance for your help.

Part One – Frequency

Please answer the following questions in terms of your contributions to the health of the company and your contributions to the value of TSK's products and services. Include things like e-mail, word processing, accounting, etc. Don't include things like lunch breaks, bathroom time, or staring blankly at your co-workers wondering what they are talking about.

What do you do EVERY DAY?

What do you do EVERY WEEK?

What do you do EVERY MONTH?

What do you do EVERY YEAR?

Part Two – Lists

Please answer the following questions regarding the current tools that you use in the course of your job.

What are the three most important reports or sources of information to you? Please provide samples.

- 1.
- 2.
- 3.

What are the three things that you **dislike** most the way things are currently done and **don't** want to see in any new systems?

- 1.
- 2.
- 3.

What are the three things that you **like** most about your current processes and **do** want to kept in any new system?

- 1.
- 2.
- 3.

What are five things that you **wish** you could have in a new system?

- 1.
- 2.
- 3.
- 4.
- 5.

Part Three – Integration

Please answer the following questions in terms of your interaction and integration with other parts of the TSK community.

What are the five most common circumstances where you interact with other parts (divisions, operating units, franchisees, etc.) of TSK?

- 1.
- 2.
- 3.
- 4.
- 5.

What are the five most common circumstances where you interact with some person or company outside of TSK, how (letter, e-mail, fax, etc.) and why?

- 1.
- 2.
- 3.
- 4.
- 5.

Part Four – Comments

We would appreciate any comments you have or advice you'd like to offer regarding the new software. Please attach as many extra pages as you like to fully express your thoughts. We read every one. Thank you.