I1: Hello Mrs. Joshi, thank you for sitting with me here today to talk about the application I would like to make for you

C1: Thank you Agraj for having me here, I am excited to see what you can come up with for me.

I2: So I'd like to start by getting a better idea of what your business actually entails. Could you please tell me what sort of business you run?

C2: I have a home bakery, I deliver the request from my client.

I3: So you make baked goods at your home and deliver those to clients

C3: Yes, like cookies, cakes - depending on the client's request.

I4: So could you go ahead and tell me some different goods that you might make for your clients

C4: My fudgy brownies are quite popular. My choco-chip cookies, Madeline cookies, choco lava cake, pound cakes, some gluten-free baked goods, date cake.

I5: So you have a wide assortment of goods. So you just make these in your kitchen in your own home and you would locally deliver these?

C5: I don't have a big setup, I do it from my home kitchen.

I6: That's fine we should be able to work with that. How do you normally go about collecting orders?

C6: Normally my clients send me the request by texting or calling me

I7: This is based on - you have a Facebook page or something?

C7: I don't have a Facebook page just yet. Just through word of mouth.

I8: When they ask you for your baked goods do you normally have a set menu of items you might want to show them?

C8: Yeah

I9: Then they text or call you and you begin baking right from there?

C9: Yeah basically

I10: What is your general baking process like? How do you go about baking?

C10: So when I get the order, obviously I have my tried and tested recipe book which over the years I have accumulated recipes and finetuned them and kept them in my book. I follow the ingredients required and all that. I generally buy ingredients in bulk and follow the recipe I already have.

I11: So that's great because it actually answers my next question about how you actually get your ingredients. You normally just buy in bulk and whenever you realize you're close to running out you just go and buy more?

C11: Sometimes it happens where last minute I have to go shopping.

I12: Ok, that is an issue I think the application I want to make for you could address. So sometimes when you run out of a good you don't realize it immediately.

C12: Exactly and it happened more than one time that I had to rush to the market to get the ingredients required.

I13: I'm assuming it makes it a little harder to deliver the goods on time.

C13: Yeah it's always stressful, for example, if it's a cake order then it can be stressful to complete it on time

I14: Then how do you usually fulfill an order once you've completed making it.

C14: It depends on the client. Sometimes they pick it up from my place and if they can't then I use a food delivery service.

I15: So, you would usually have a food delivery service like grab and send that out to them, or you would have them pick it up from your house. Whatever suits them.

C15: Correct.

I16: Ok so I have a basic idea of what the app I could make for you could look like. First of all, I think there are 3 main functions that may be useful for you. I think, first of all, it would be nice for you to have an order list. Would you say it is sometimes difficult to keep track of all your different orders?

C16: See for me it is just me doing all the jobs. Sometimes on the same day, I get 2 or 3 orders.

I17: I'm assuming that if you get an order you just write it down on a notepad. This would require you to type it down on a notepad and remember what you wrote. My idea is that this app will have an order list so that anytime you have an order you can just append a good to the list from your set menu of items. You mentioned a couple before. Perhaps we can use these different goods so that anytime someone sends you an order you would go on the app and append the

good to your list so you know what you have. The second main function that I think would be useful, is a recipe booklet of some form. This booklet would just contain the ingredients needed for each of your different goods. Whereas the order list would be on one tab, the recipe booklet would be on a separate tab and if you clicked on this tab you would see all your goods there with images.

C17: I like the idea. Is it possible to add the recipes also? Because right now I have to look into my handwritten book.

I18: Yes you did mention you have a handwritten booklet. That can make it more inefficient I'm assuming since you actually have to look at the booklet and understand your handwriting and get through it easily, I guess it could hinder the efficiency. So when you say step-by-step instructions-

C18: Yeah just simple instructions.

I19: You could even - Yeah actually if I could get access to your recipe booklet then I could just copy the instructions from there to the application. That would make it very easy to make any good. Ok, that works. And I think the 3rd function could be an inventory management system. You mentioned that sometimes you have an issue where you run out of goods.

C19: Yeah that's very important.

I20: An inventory management system would- as the name entails - allow you to manage your inventory of ingredients. What I think is, for your recipe booklet which shows which ingredients are needed, those ingredients will be seen on the inventory management system with a given quantity to show you how much of each ingredient you have. If it is too low, a notification will come up which tells you that you are running out of a specific ingredient.

C20: That sounds good.

I21: I believe it will be important for the inventory management system to have a write function so that you can actually change the quantities yourself. For example, if you drop some sugar or eggs and you don't have those anymore, you will be able to change the quantities on the app yourself. These are some pitfalls that I may have to work on for your app. Also in general, being able to add more goods to the orders list and more goods to the recipe booklet. Maybe I can tell you a bit about my idea for a prototype. So I'll start by making a simple 3-tab for the order list, recipe booklet, and inventory management system. For the order list, you'll just be able to add based on the goods you have from a drop-down menu and the quantities ordered. The recipe booklet will be on the 2nd tab where you can see all your goods with their images so that you can click on them and then see the ingredients as well as the step-by-step instructions. Lastly, the inventory management system will be on the third tab. I will basically just make it so that the quantity of each ingredient can be written down. At the moment I mentioned that I would make it

so that you can add more goods. I think for the prototype specifically, we will stick to using just 5 of your goods. What are some goods you would like to use

C21: Maybe the most popular one, fudgy brownie, chocolate chip cookie, madeline, pound cake.

I22: Maybe we can stick to just 4 goods. 4 goods for your original recipe booklet and order list. Whatever ingredients are needed, I can add just those ingredients to the inventory management system just for the prototype.

C22: I have one question. You will create this app, so I can access it on my laptop or tablet.

I23: It will be specifically a computer application. I'm assuming you have access to a computer.

C23: Yes I do. So I will be able to access it on my laptop.

I24: Yes you will and it will only be available to you since this is simply just to organize your orders. Is that it in terms of questions?

C24: Uh yeah.

I25: Thank you for meeting with me today.

C25: Thank you Agraj.

I26: I hope the application I make can fulfill your needs.

C26: Looking forward to it.