**INTERVIEW GUIDE & TEMPLATE – PROTOTYPE PRESENTATION**

**Prototype Presentation Interviews (90-minute Zoom meetings):** Follow-up discussions with representative(s) of private hospital, clinic and/ or pharmacy retail networks to determine OpenLMIS prototype concept fit to customer needs.

*Italics = suggested script for interviewer*

*Red = interview preparation suggestions*

1. **Intro (5 minutes):** Introduce purpose and structure of call.
   1. *Thank you for joining today’s follow-up call.* 
      1. *[Introduce call participants]*
      2. *As you know, we are interested in creating a product based on the OpenLMIS platform that is currently used by health ministries.*
   2. *Thanks to your input during previous discussions*, *we know that:*
      1. *[List key takeaways from customer’s previous interview, including software use, facility descriptions, growth objectives]*
      2. *[List known supply chain pain points for this customer]*
      3. *Does that sound about right?*
   3. *Today we would like to follow up on what we have already discussed.*
      1. *We will start by running through your supply chain steps and processes in a little more detail.*
      2. *After that, we will share a prototype presentation with you, which members of the OpenLMIS development team designed based on feedback from you and other private health sector stakeholders. Keep in mind that this is the idea for the product, rather than a product that already exists. Following the presentation, we would love to hear your feedback on the prototype. Please be as open and honest as possible, as your input will help us to determine how OpenLMIS can best serve you and others like you.*
2. **Basic Workflows** **Discussion** (25-35 minutes): Talk through the table below with interviewee(s) to fill in supply chain details. Some steps may have been discussed in previous conversation or shared in template so table can be partially filled before interview*.*

*Let’s start by going over your supply chain. Please try to answer the following questions for each step/ process component:*

* ***Who****is involved? Who initiates? Who supervises/ approves?*
* ***Where****Which facilities/ locations are involved?*
* ***When****What is the timing/ frequency? What triggers this step?*
* ***How****What information is needed? What tools/ resources are used to capture/ share information? How is the information communicated?*
* ***Needs/ Pain points****What isn’t working? What are you missing? What makes this difficult?*

*[Fill in known customer information in the table below prior to interview]*

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| **Process steps** | **Description** | **Needs/ pain points** |
| **Point of sale/ usage:** Howcustomer receives and pays for medicine/ how facilities consume supplies (may include customer payment for prescription, customer receiving prescribed drugs, facility consumption of general supplies) | | |
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| **Managing/ Checking Inventory:** How regular/ ad hoc checks of available supplies are conducted (may include facility stock checks, central stock checks, redistribution/ rebalancing of stock between facilities) | | |
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| **Requisitions:** How additional inventory is requested (may include internal stock requests, review/ approval of stock requests) | | |
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| **Fulfillment & Delivery:** How (purchase) orders are created, viewed, fulfilled and received (may include purchase order creation, review/ approval, supplier order tracking & fulfillment, payment for orders received, supplier deliveries and internal deliveries, proof of delivery creation, registration of delivered items as inventory) | | |
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| **Storage:** How drugs and other inventory items are stored/ managed before they are delivered to facilities/ customers | | |
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| **Reporting/ Analytics:** When and how routine/ad-hoc reports of supply chain aspects are produced | | |
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1. **Summarize supply chain and** **needs** (2 minutes): Have interviewees summarize their main pain points and needs before they view the prototype.
   1. *Based on what we have discussed today, the biggest supply chain issue you are currently facing is/ are \_\_\_\_\_\_ .. Is that right?*
   2. *To address this, you are looking for a product that can \_\_\_\_\_\_. Correct?*
2. **Prototype Presentation** (8-10 minutes): Share screen to present prototype presentation.
3. **Prototype Feedback / Q&A** (30 minutes)
   1. *What are your initial reactions to this product?*
   2. *Which features would be most valuable to your business? Which would you use the most?*
   3. *Which features are less important/ relevant to your business?*
   4. *What didn’t you like? What features are missing?*
   5. *Does anything seem out of place, confusing or unnecessary? eg, "that's not how we do business" or "we already have this"*
   6. *Could you use the point of sale feature (i.e. dispensing medications and taking payments) in the product? (Would it replace something you already have?)*
   7. *If you had a magic wand, what would you change about this product?*
   8. *Would this product improve your current business performance? If so, how?*
   9. *Would this product help you cut costs for your business? If so, how?*
   10. *How does this product compare to other supply chain management solutions that you are familiar with?*
   11. *How likely are you to buy a product like this in the next year? Why?*
   12. *Would you pay [list options one by one starting with highest: $25,000 / $10,000/ $8000 / $5000] per year for a product like this, including service and support? Why or why not?*
   13. *What kinds of payment models do you prefer? Software subscriptions? Fee that is a percentage of charges? Other?*
   14. *Would you be willing to participate in a pilot of this product?*