



***Operations Analysis
Survey***

Using the Operations Analysis Survey

Completed by:	FACTS Implementation Consultant and representatives from the different functional areas of the Customer's business (department managers or key users).
Purpose:	To gain an in-depth understanding of the current operations and business practices of each functional area of the business. This information is used to customize FACTS to the Customer's business environment.
How it is used:	<p>The Operations Analysis Survey includes a section for each functional area. Each of these sections includes:</p> <ul style="list-style-type: none">- General questions about the department's current operations <p>The FACTS Implementation Consultant has two options for conducting the survey, depending on the size of the account and the number of people involved. Typically, you will distribute the questionnaires to the appropriate people from each functional area. After they complete the questionnaires, you meet with them to review the information. In small accounts, you may prefer to complete the questionnaire yourself, based on an interview with one or more representatives from the Customer.</p> <p>The Project Leader should be included in the Operation Analysis meeting. Also be sure to schedule a time when there will be no interruptions.</p> <p>The Operations Analysis Survey should communicate your need to understand how each functional area operates so that FACTS can be customized appropriately.</p> <p>It should...</p> <ul style="list-style-type: none">Provide a clear understanding of the primary job responsibilities.Give you an understanding of daily, weekly, monthly and yearly processing proceduresReveal any exception situations.Provide an understanding of how each department interacts with other departments.Provide inquiries, reports documents and forms used by the departments.Uncover bottlenecks, concerns and suggestions for improving productivity. Always ask for the value of change if no value is given.Encourage the interviewee to talk (and the interviewer to listen).Follow an open-ended question format

It is essential that you take good notes during the interviews. If you uncover any requirements that are not addressed by FACTS, they should be noted and highlighted with an R (requirement) in the left margin. Open requirements may be logged on the Modification Tracking Form in the Modifications section of this workbook. These requirements can be addressed by workarounds, custom modifications or new procedures within the department.

Avoid getting bogged down with new requirements. Be sure you gain a good understanding of the department's requirements and summarize them when you conclude the survey. A subsequent meeting may need to be scheduled to discuss detail modifications. (See Modifications) Above all, these requirements and the plan for addressing them must be reviewed and approved by the FACTS Project Leader and executive management.

Once the Operation Analysis has been completed, specifically the application parameter sections, a final review of all parameters by executive management is required. An Approval Signoff Form is available for this purpose.

The Personalization Sheet questions correspond exactly to the FACTS System Installation screen which prompts you through the customizing of FACTS.

When it is used: Complete during Operations Analysis Survey. Use during Modifications, Data Conversion and FACTS Training.

Who uses it: IC's/Affiliates and Customers

File under: Planning/Operations Analysis

Last revised: 05/01

File: Operations Analysis Survey.exe

This is a self-extracting zipped MS Word document and must be printed/viewed through MS Word. This file is located in the Software Solutions Nexus – Facts/Documentation and Education/PIA.

Note: The Software Solutions Nexus is a private extranet and is available for local Facts personnel only.

General Ledger - Survey

Department: Accounting I: **General Ledger**
Banking and Branch Setup

Participants:	Facts Consultant:	_____
		Name / Title
	Project Leader:	_____
		Name / Title
	Key Individual:	_____
		Name / Title

1. Describe your primary job responsibilities:

- 2 Describe your *daily* routine/activities:

3. Describe your *monthly* routine/activities:

4. What procedures are you doing that must be continued:

5. What exception situations must you address in your department?

6. What are the *biggest bottlenecks* in your job and how might you minimize/eliminate these bottlenecks:

7. Describe your relationship with other departments within your company:

8. What *inquiries* are used by your department on a daily basis? (Provide screen prints or demonstrate to FACTS Implementation Consultant) :

9. What current *reports, documents and/or forms* are used by your department on a daily basis? (Please provide examples of reports or information on reports that is required to use FACTS.) :

Accounts Payable - Survey

Department: Accounting I: **Accounts Payable**

Participants: Facts Consultant: _____

Name / Title

Project Leader: _____

Name / Title

Key Individual: _____

Name / Title

1. Describe your primary job responsibilities:

- 2 Describe your *daily* routine/activities:

3. Describe your *monthly* routine/activities:

4. What procedures are you doing that must be continued:

5. What exception situations must you address in your department?

6. What are the *biggest bottlenecks* in your job and how might you minimize/eliminate these bottlenecks:

7. Describe your relationship with other departments within your company:

8. What *inquiries* are used by your department on a daily basis? (Provide screen prints or demonstrate to FACTS Implementation Consultant) :

9. What current *reports, documents and/or forms* are used by your department on a daily basis? (Please provide examples of reports or information on reports that is required to use FACTS.):

Accounts Receivable - Survey

Department: Accounting I: **Accounts Receivable**

Participants:	Facts Consultant:	_____
		Name / Title
	Project Leader:	_____
		Name / Title
	Key Individual:	_____
		Name / Title

1. Describe your primary job responsibilities:

2. Describe your *daily* routine/activities:

3. Describe your *monthly* routine/activities:

4. What procedures are you doing that must be continued:

5. What exception situations must you address in your department?

6. What are the *biggest bottlenecks* in your job and how might you minimize/eliminate these bottlenecks:

7. Describe your relationship with other departments within your company:

8. What *inquiries* are used by your department on a daily basis? (Provide screen prints or demonstrate to FACTS Implementation Consultant) :

9. What current *reports, documents and/or forms* are used by your department on a daily basis? (Please provide examples of reports or information on reports that is required to use FACTS.) :

Inventory Control - Survey

Department: Warehouse/Purchasing: **Inventory Control**

Participants: Facts Consultant:

Name / Title

Project Leader:

Name / Title

Key Individual:

Name / Title

1. Describe your primary job responsibilities:

2. Describe your *daily* routine/activities:

3. Describe your *monthly* routine/activities:

4. What procedures are you doing that must be continued:

5. What exception situations must you address in your department?

6. What are the *biggest bottlenecks* in your job and how might you minimize/eliminate these bottlenecks:

7. Describe your relationship with other departments within your company:

8. What *inquiries* are used by your department on a daily basis? (Provide screen prints or demonstrate to FACTS Implementation Consultant) :

9. What current *reports, documents and/or forms* are used by your department on a daily basis? (Please provide examples of reports or information on reports that is required to use FACTS.) :

Job Cost - Survey

Department: Warehouse/Purchasing: **Job Cost**

Participants:	Facts Consultant:	_____
		Name / Title
	Project Leader:	_____
		Name / Title
	Key Individual:	_____
		Name / Title

1. Describe your primary job responsibilities:

2. Describe your *daily* routine/activities:

3. Describe your *monthly* routine/activities:

4. What procedures are you doing that must be continued:

5. What exception situations must you address in your department?

6. What are the *biggest bottlenecks* in your job and how might you minimize/eliminate these bottlenecks:

7. Describe your relationship with other departments within your company:

8. What *inquiries* are used by your department on a daily basis? (Provide screen prints or demonstrate to FACTS Implementation Consultant) :

9. What current *reports, documents and/or forms* are used by your department on a daily basis? (Please provide examples of reports or information on reports that is required to use FACTS.) :

Manufacturing Control - Survey

Department: Warehouse/Purchasing: **Manufacturing Control**

Participants:	Facts Consultant:	_____
		Name / Title
	Project Leader:	_____
		Name / Title
	Key Individual:	_____
		Name / Title

1. Describe your primary job responsibilities:

2. Describe your *daily* routine/activities:

3. Describe your *monthly* routine/activities:

4. What procedures are you doing that must be continued:

5. What exception situations must you address in your department?

6. What are the *biggest bottlenecks* in your job and how might you minimize/eliminate these bottlenecks:

7. Describe your relationship with other departments within your company:

8. What *inquiries* are used by your department on a daily basis? (Provide screen prints or demonstrate to FACTS Implementation Consultant) :

9. What current *reports, documents and/or forms* are used by your department on a daily basis? (Please provide examples of reports or information on reports that is required to use FACTS.) :

Purchase Order - Survey

Department: Warehouse/Purchasing: **Purchase Order**

Participants: Facts Consultant:

Name / Title

Project Leader:

Name / Title

Key Individual:

Name / Title

1. Describe your primary job responsibilities:

2. Describe your *daily* routine/activities:

3. Describe your *monthly* routine/activities:

4. What procedures are you doing that must be continued:

5. What exception situations must you address in your department?

6. What are the *biggest bottlenecks* in your job and how might you minimize/eliminate these bottlenecks:

7. Describe your relationship with other departments within your company:

8. What *inquiries* are used by your department on a daily basis? (Provide screen prints or demonstrate to FACTS Implementation Consultant) :

9. What current *reports, documents and/or forms* are used by your department on a daily basis? (Please provide examples of reports or information on reports that is required to use FACTS.) :

Shipping - Survey

Department: Warehouse/Purchasing: **Shipping**

Participants: Facts Consultant:

Name / Title

Project Leader:

Name / Title

Key Individual:

Name / Title

1. Describe your primary job responsibilities:

2. Describe your *daily* routine/activities:

3. Describe your *monthly* routine/activities:

4. What procedures are you doing that must be continued:

5. What exception situations must you address in your department?

6. What are the *biggest bottlenecks* in your job and how might you minimize/eliminate these bottlenecks:

7. Describe your relationship with other departments within your company:

8. What *inquiries* are used by your department on a daily basis? (Provide screen prints or demonstrate to FACTS Implementation Consultant) :

9. What current *reports, documents and/or forms* are used by your department on a daily basis? (Please provide examples of reports or information on reports that is required to use FACTS.) :

Payroll - Survey

Department: Accounting II: **Payroll**

Participants: Facts Consultant: _____

Name / Title

Project Leader: _____

Name / Title

Key Individual: _____

Name / Title

1. Describe your primary job responsibilities:

- 2 Describe your *daily* routine/activities:

3. Describe your *monthly* routine/activities:

4. What procedures are you doing that must be continued:

5. What exception situations must you address in your department?

6. What are the *biggest bottlenecks* in your job and how might you minimize/eliminate these bottlenecks:

7. Describe your relationship with other departments within your company:

8. What *inquiries* are used by your department on a daily basis? (Provide screen prints or demonstrate to FACTS Implementation Consultant) :

9. What current *reports, documents and/or forms* are used by your department on a daily basis? (Please provide examples of reports or information on reports that is required to use FACTS.) :

Sales Analysis - Survey

Department: Sales/Customer Service: **Sales Analysis**

Participants: Facts Consultant:

Name / Title

Project Leader:

Name / Title

Key Individual:

Name / Title

1. Describe your primary job responsibilities:

2. Describe your *daily* routine/activities:

3. Describe your *monthly* routine/activities:

4. What procedures are you doing that must be continued:

5. What exception situations must you address in your department?

6. What are the *biggest bottlenecks* in your job and how might you minimize/eliminate these bottlenecks:

7. Describe your relationship with other departments within your company:

8. What *inquiries* are used by your department on a daily basis? (Provide screen prints or demonstrate to FACTS Implementation Consultant) :

9. What current *reports, documents and/or forms* are used by your department on a daily basis? (Please provide examples of reports or information on reports that is required to use FACTS.) :

Sales Order – Survey

Department: Sales/Customer Service: **Sales Order**

Participants: Facts Consultant:

Name / Title

Project Leader:

Name / Title

Key Individual:

Name / Title

1. Describe your primary job responsibilities:

2. Describe your *daily* routine/activities:

3. Describe your *monthly* routine/activities:

4. What procedures are you doing that must be continued:

5. What exception situations must you address in your department?

6. What are the *biggest bottlenecks* in your job and how might you minimize/eliminate these bottlenecks:

7. Describe your relationship with other departments within your company:

8. What *inquiries* are used by your department on a daily basis? (Provide screen prints or demonstrate to FACTS Implementation Consultant) :

9. What current *reports, documents and/or forms* are used by your department on a daily basis? (Please provide examples of reports or information on reports that is required to use FACTS.) :

Service & Repair - Survey

Department: Service & Repair: **Service & Repair**

Participants: Facts Consultant: _____
Name / Title

Project Leader: _____
Name / Title

Key Individual: _____
Name / Title

1. Describe your primary job responsibilities:

- 2 Describe your *daily* routine/activities:

3. Describe your *monthly* routine/activities:

4. What procedures are you doing that must be continued:

5. What exception situations must you address in your department?

6. What are the *biggest bottlenecks* in your job and how might you minimize/eliminate these bottlenecks:

7. Describe your relationship with other departments within your company:

8. What *inquiries* are used by your department on a daily basis? (Provide screen prints or demonstrate to FACTS Implementation Consultant) :

9. What current *reports, documents and/or forms* are used by your department on a daily basis? (Please provide examples of reports or information on reports that is required to use FACTS.) :
