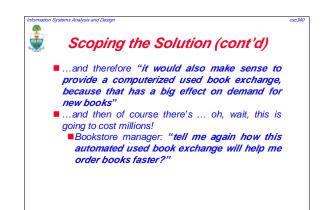


## Scoping the Solution

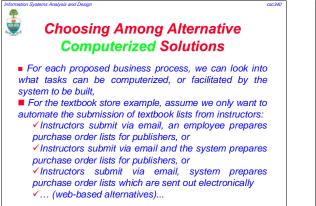
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- Say you decided that delay in processing booklists from instructors is the right level of problem to tackle..."So, let's computerize submission of textbook forms from instructors"
- But while we're at it, "it would help if we also computerized the submission of orders to the publishers"
- ...and of course, "we ought to computerize the management of book inventories too, so we can quickly check stock levels before ordering new books"
- ...and in that case, "we might as well computerize the archives of past years booklists so that we can predict demand better"

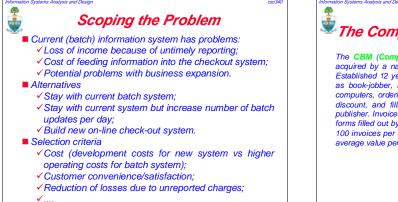
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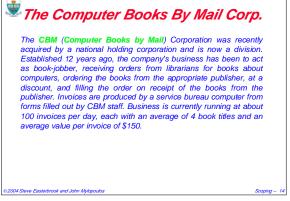


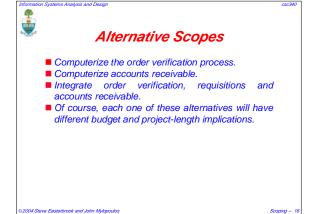


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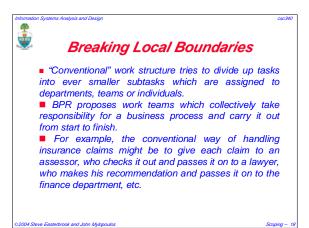


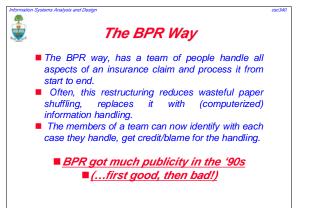
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The Computer Books By Mail Coorp.
The new management plans to expand the operation considerably, improving service levels by holding stocks of the 100 most frequently ordered book titles and making it possible for all professionals (not only librarians) to order by calling a toll-free number, 1-800-372-6657 (800-DP-BOOKS, of course) as well as by mail, as at present. This will create problems of credit checking and create the need for an inventory control system of some sort. The people who take the orders over the phone will need rapid access to a catalog of books to verify authors and titles and to be able to advise callers what books are available on any given topic.
The volume of transactions on the new system will, of course, depend on the acceptance of this new method of ordering, but it is projected to gooks per invoice (since librarians tend to order more books at a time than professionals).











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