

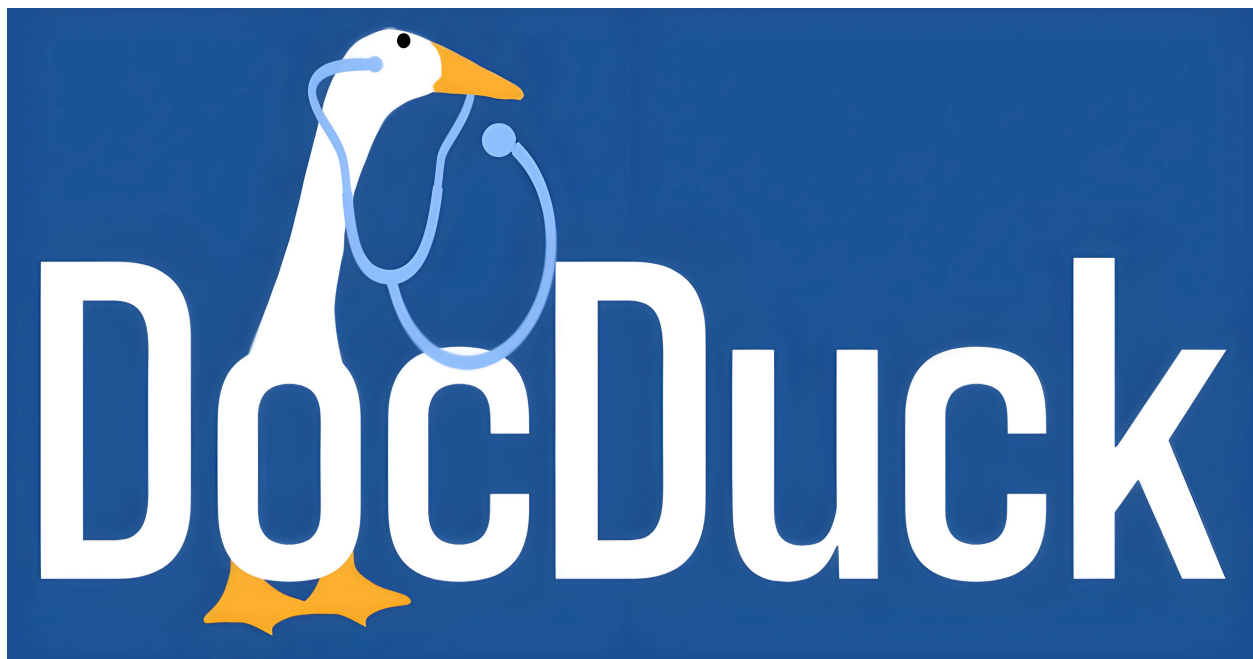
# Market Testing Questionnaire - DocDuck

Thank you for your participation. Your feedback is essential to help us improve DocDuck, making the app best suit your needs. Please read the following information before continuing:

This survey aims to gather potential users' insights and opinions about our application. Your response will only be used for market testing purposes and **will be kept anonymous**.

You will answer a series of questions about your requirements and preferences of using maintenance software. There is a total of 13 questions which will take approximately 2 minutes to answer. By completing this questionnaire, you agree with the above and understand that you have the right to remove your data at any time.

Please contact Noah Carter (nc1196@york.ac.uk) or Jabez Cheung (ttc515@york.ac.uk) for any questions regarding this survey.



1. In what field does your company specialise in? (e.g. accounting, engineering, etc.)

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2. How many employees work for your company?

*Mark only one oval.*

- <5
- 5-20
- 20-50
- 50-100
- 100-300
- >300

3. As an estimation, how many machines does your company currently utilise?  
(Including PCs, printers, etc.)

This can include any machine that can be serviced or that requires regular maintenance, or is commonly used by multiple people in the company.

*Mark only one oval.*

- <5
- 5-10
- 11-20
- 20-40
- 50-100
- >100

## 4. What operating system are the devices running?

Please select all that apply.

If there are any missing, please add them in the 'Other' option.

*Tick all that apply.*

- Android
- iOS
- macOS
- Windows
- Linux
- Other: \_\_\_\_\_

## 5. Does your company use a maintenance tracking software?

*Mark only one oval.*

- Yes
- No
- Not currently, but we have one selected and we're setting it up
- No, but we're researching options
- Other: \_\_\_\_\_

## 6. What challenges does your company currently face with regards to maintenance tracking? (These are the most common issues, please feel free to add your own)

*Tick all that apply.*

- Machine status logging
- Repair time (Scheduling and Planning)
- Inefficient communication with repairer
- Predictive Maintenance
- Inventory Management
- Complex UI design (if using maintenance software)
- Other: \_\_\_\_\_

7. Please rank the following base features of a machine maintenance application in terms of desirability for your company.

*Mark only one oval per row.*

	UI design	Maintenance history logging	Unlimited work orders with attached Procedures	Comprehensive management system (Repair, Parts, Status)
<b>1 (most appealing)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>2</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>3</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
<b>4 (least appealing)</b>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

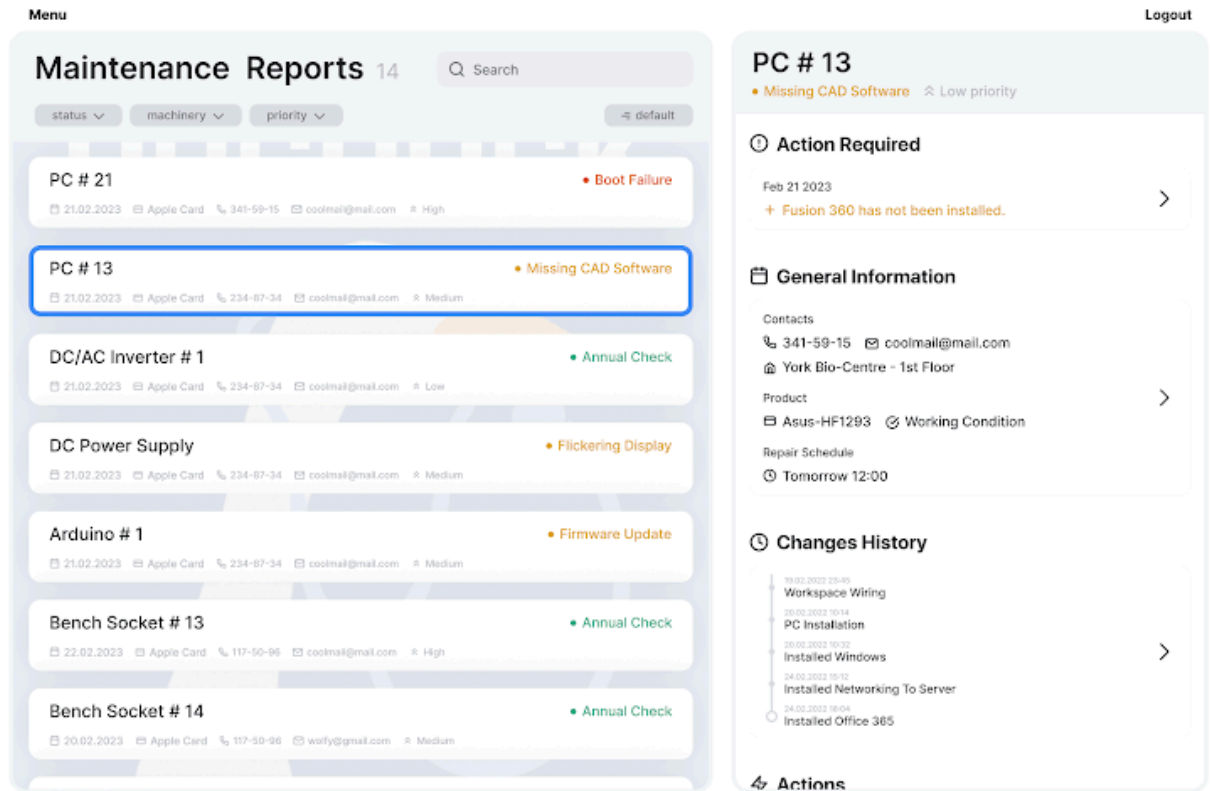
8. How much would you pay for a machine management app (per 50 assets per month)?

For context, we will be charging £15 per every 50 assets per month, up to 200 assets. Anything above this, contact us with your requirements and we will provide a quote.

*Mark only one oval.*

- £10-15
- £15-20
- £20-25
- Other: \_\_\_\_\_

- 9. This is the main dashboard that the user will see. What would you like to see added? (e.g. history, features)  
If n/a, please leave blank.



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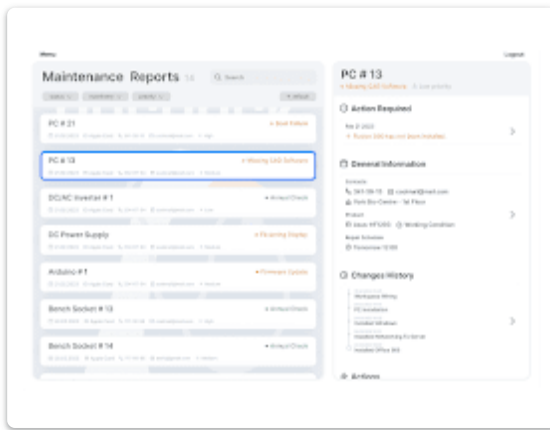
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10. How would you like the machine's identity to be displayed?

Mark only one oval.



Schematic

Images

Other: \_\_\_\_\_

11. When given guidance to aid your use of the app, how would you like this to be provided? (e.g. tips, how-to, etc.)

Mark only one oval.

Pop-up "?" button next to the feature

Written help page

Video tutorial

Other: \_\_\_\_\_

12. How likely are you to consider using DocDuck in your organisation?

Mark only one oval.

1 2 3 4 5

Not      Very likely

13. Any questions or comments?  
(Leave blank if there is nothing to add)

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Thank you!

Please contact us using the email addresses given above if you have any questions.

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