**Interview Questions for Analytical Analysis of Ettics**

**Interview Questions for Jan-Frederik Ude, Founder and CFO of Ettics**

1. Based on the reports from your staff and from your own observations, what is the customer experience at Ettics?
2. What are the most common challenges you notice and your staff report which new customers are experiencing when using the package-free system?
3. What do you suspect new customers need in order to easily understand how to use the package-free system?

**Interview Questions for Ettics Staff**

1. Based on your own observations and/or conversations with customers, what is the customers experience of Ettics?
2. What are the main challenges experienced by customers?
3. What do you think customers would need in order to understand the package-free system?