

Block 1: Introductory questions:

1.	How would you describe your position or your role in the company?
2.	How long have you been in your current position?
3.	How much experience do you have with RPA and also other automation methods?

Block 2: RPA adoption and implementation:

4.	For what reasons and with what objectives did your company decide to introduce RPA?
5.	What organisational preparations had to be made for the adoption of RPA?
6.	To what extent did the company management support the implementation?
7.	What was the opinion of other employees affected by automation? Was there any resistance to the technology before it was introduced?
8.	What were the biggest challenges you encountered during the adoption and implementation process?
9.	How did you deal with these challenges and what measures were taken?

Block 3: RPA application and challenges:

10.	To what extent does RPA influence your daily work and what has changed since the adoption?
11.	Which processes and how many process instances have been automated by RPA in your company?
12.	How many employees benefit from automation? Which departments/areas benefit the most?
13.	To what extent have there been changes in terms of the range of activities of employees?
14.	Were there any other challenges that arose during the daily application of RPA?
15.	How did you deal with these challenges and what measures were taken?

Block 4: RPA business value:

16.	How would you describe the benefits of RPA for your company?
17.	How would you describe the disadvantages of RPA for your company?
18.	How satisfied is the company management with the project?
19.	How is the benefit/success of RPA measured in your company? Are there KPIs?

Block 5: Quantifying questions:

20.	On a scale of 1 to 5, how would you describe the business value and overall impact of RPA in your organisation?
21.	On a scale of 1 to 5, how strongly would you agree that all of your organisation's goals have been met?
22.	Which goals were not met?