Revisions

| Version | Primary Author(s) | Description of Version | Date Completed |
| --- | --- | --- | --- |
| 1.0 | Nickleirsch | Initial file created | 22/4/2025 |
| 1.1 | Nickleirsch | Drafted Kano model guideline | 22/4/2025 |

The Kano Model is a framework for classifying customer requirements into categories that reflect their impact on user satisfaction. It helps engineers understand which features are essential, expected, or pleasantly surprising. The categories include:

1. Dissatisfiers (Must-Haves): Basic features the system must have. If missing, users will be dissatisfied (e.g., login system, access to grades).
2. Satisfiers (Performance Needs): Features users explicitly expect. The better these work, the more satisfied users will be (e.g., real-time attendance tracking, billing summary).
3. Delighters (Exciters): Unexpected features that users love when discovered (e.g., personalized academic tips or SMS alerts for parents).