# Project Deliverable B

1. A list of client statements/observations obtained from client interviews.

2. A list of translated and prioritized customer needs (using the five techniques shown in

class: what not how, specificity, positive, attribute of the product and avoid words must

and should).

3. A problem statement (what is the problem, who has the problem, and what form can

the solution be).

4. A list of metrics with associated units. Identify which needs each metric address and if

the metrics are functional/non-functional or constraint.

[Benchmarks.xlsx](https://uottawa-my.sharepoint.com/personal/ldusa012_uottawa_ca/_layouts/15/guestaccess.aspx?guestaccesstoken=zH8luVgnnN5Xs%2BR%2FzkhPyN6Fx6bjdpXJdT1KNQMzx%2B8%3D&docid=2_14d47f1ae0c094529b06f8f437aee80c1&rev=1&e=SpRUJF)

5. Benchmarking of similar products (this can be products that satisfy some or all the

needs defined above). Provide descriptions and pictures when possible!

[Benchmarks.xlsx](https://uottawa-my.sharepoint.com/personal/ldusa012_uottawa_ca/_layouts/15/guestaccess.aspx?guestaccesstoken=zH8luVgnnN5Xs%2BR%2FzkhPyN6Fx6bjdpXJdT1KNQMzx%2B8%3D&docid=2_14d47f1ae0c094529b06f8f437aee80c1&rev=1&e=SpRUJF)

6. A set of target specifications (both ideal and marginally acceptable values). Provide

reasons for your choices.

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7. A reflection on how the client meeting impacted your results and the process. A

reflection on what information remains unknown.