**Quality Function Deployment**

1. Normal Requirements (Basic/Performance Needs)

These are the requirements that are essential for the project. If these are not met, users will be dissatisfied. However, meeting these requirements doesn’t create extra satisfaction—they are considered standard.

* Image Upload Capability: Users can upload images of their medical reports.
* Basic OCR Functionality: The system should extract readable text from the image of the medical report.
* User Accounts: Users should be able to register, log in, and manage their accounts securely.
* Report Storage and Retrieval: The system must store the extracted data and allow users to access their previous medical reports.
* Data Security: Basic data encryption and user authentication (e.g., password protection).
* Mobile Access: The system should be accessible via mobile devices (since it’s a mobile-first project).

2. Expected Requirements (Performance Features)

These are requirements that users explicitly ask for. They improve user satisfaction directly in proportion to how well they are implemented.

* High Accuracy in Data Extraction: Users expect the system to extract data accurately from a variety of medical reports, regardless of layout or format.
* Fast Upload and Processing Time: Users expect the system to process and extract the report's text quickly without significant delays.
* User-Friendly Interface: The app should have a clean, intuitive UI for uploading, viewing reports, and managing user accounts.
* Multi-Device Support: The app should work well on different devices and screen sizes (tablets, smartphones, etc.).
* Cross-Platform Availability: Access to the system from both mobile apps and a web interface is expected.
* Report Organization: Users expect to be able to organize their medical reports chronologically or by category (e.g., blood tests, MRI reports).

3. Exciting Requirements (Delighters)

These are features that users may not expect but would be delighted by. They can significantly enhance user satisfaction and differentiate your product from competitors.

* Automatic Report Categorization: The system automatically classifies reports into different categories based on content (e.g., diagnostics, prescriptions).
* Health Insights or Trends: Offer users insights based on the extracted data, such as tracking health trends or providing reminders based on medical history.
* Natural Language Processing (NLP) for Report Summarization: Instead of just extracting raw data, the system could summarize key points or insights from the medical report.
* Multi-Language Support: Support OCR and data extraction for medical reports in multiple languages.
* Secure Sharing of Medical Reports: Allow users to share medical reports securely with doctors or family members via a secure link or encryption-based sharing.
* Voice Search: Users can search for reports or details using voice commands.
* Offline Upload: Users can upload images even when offline, and the app syncs the data once an internet connection is available.