This project was the first one in my educational experience that included a detailed process of project management. As a consequence, it was on the one hand very interesting to get an insight into the steps that could help to run a project successfully. On the other hand, there are some points that would be done in a different way the next time a similar project is set up, e.g. the assignment of roles. The roles were initially assigned to the team members with regard to their technical skills and knowledge. Since every team member was also assigned to do some work in the area of project management, there occurred some interdependencies that were not considered in the assignment of roles. An exemplary interdependence in the current project is the following: To evaluate the customer’s satisfaction with the first drafts of the system, it is very helpful if a design sketch is available. However, the designer was not entrusted with the task of evaluating the customer’s satisfaction. To avoid additional overhead for synchronization and waiting times, the initial assignment of roles was defined down and the creation of mockups as well as their enhancement according to the customer’s feedback was assigned to the person that was responsible for the involvement of the customer.

Embedding the customer’s voice itself is proved itself expensive. After having collected some experience with agile methods and their regular, but non-formal events to collect feedback on a product or process, the way of using questionnaires to determine the customer’s satisfaction appears nonelastic and complicated at the first glance. But over the course of the project, the advantages of documented feedback became clear. The used tool to create the questionnaires -- Satistica -- proved itself very helpful. Gathered feedback is diagrammed clearly by Satistica and single questions as well as whole sections of questions can be evaluated easily regarding the point if the answers fit the expectations. It is therefore very easy to determine the areas of work where some improvements have to take place. Nevertheless, written feedback that does not offer the possibility to make a query directly could also be misunderstood like every written document. It has to be kept in mind that creating good questionnaires is a part of social science and there are many points to consider. Concluding, I would value direct discussions over feedback questionnaires. If this is not possible, Satistica anyway offers good support in collecting a customer’s feedback.

The market analysis conducted exhibits the greatest deviation from the way it would be done in a commercial project. Whilst the prices of needed hardware parts are only gathered by a research on the internet, contacting the different manufacturer would be inevitable in a commercial project. The manufacturers may provide more favourable conditions if a larger amount of pieces is ordered and they may also counsel our company on the selection of the products. If the analysis is done in a very early stage, even before the project team is chosen, the persons that already published research projects like Katsev and Braun might be contacted and asked to contribute to the project by bringing in their experience. The greatest weakness of the conducted market analysis is the way how the competitors’ products were analysed. While the information was again gathered by research on the internet, a commercial project would require to test the products that are already available on the market. Only this it is possible to get an impression of how these product might be improved and how the competitors could thereby be overcome.