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| **问题卡片** | | | | | | | |
| **项目名称** |  | **记录人** |  | **记录时间** |  | **编号** |  |
| **问题机会** | **描述** |  | | | | | |
| **限制** |  | | | | | |
| **范围** |  | | | | | |
| **问题影响了谁** | |  | | | | | |
| **产生什么后果** | |  | | | | | |
| **解决方案要点** | |  | | | | | |

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| **需求记录卡片(Volere)** | | | | | | | | | |
| **项目名称** |  | **记录人** |  | | **记录时间** | |  | **编号** |  |
| **描述** |  | | | | | | | | |
| **理由** |  | | | | | | | | |
| **来源** |  | | | | | | | | |
| **验收标准** |  | | | | | | | | |
| **顾客满意度** |  | | | **顾客不满意度** | |  | | | |
| **依赖关系** |  | | | **冲突** | |  | | | |
| **支持材料** |  | | | | | | | | |
| **历史** |  | | | | | | | | |

**注：顾客满意度是指完成该项功能顾客满意的程度，而顾客不满意度则是指未实现该功能顾客不满意的程度。**