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| **Customer Statement** | **Interpreted Need** |
| I want to just talk and have the mill work on its own. | The miniature mill operates by voice input. |
| This current design wobbles too much. I think it may be affecting the quality of the milling process. | The miniature mill must be more stable. |
| I want to be able to see where I’m drilling. The quality of the hole is important to my research. | The miniature mill ought to have a camera attached that can give a live feed of the processes. |
|  | The miniature mill ought to have high quality drilling. |
| This thing is too heavy to be carrying downstairs for every class. | The miniature mill ought to be lighter. |
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There are some needs that can be directly linked back to a customer statement captured during interviewing the customer. Try to record them in this form. Note that you don’t have to have a “customer statement” for any given “customer need” necessarily. Also, one “customer statement” can be linked to multiple needs.