

PHASE 1

Survey and analysis of stakeholder perceptions of SDM elements



Developer

I use/perform/prepare <element> everytime there is an oportunity to use/perform/prepare it.

I am very satisfied with <element>.

How do you feel if <element> is available/is performed well.

How do you feel if <element> is not available/isn't performed well.



Process
Engineer

Our employees use/perform/prepare <element> very efficiently.

Our <element> is very advanced compared to alternative elements I know.

<Element> fits well with all aspects of our employees work.



Management

<Element> significantly reduces the costs of our software development.

<Element> significantly increases the quality of our software products.

<Element> significantly increases the speed of our software development.

Use, Satisfaction, Kano 1, Kano 2

Efficiency, Sophistication,
Compatibility

Cost, Quality, Speed

