

EDP Canvas & Toolkit (v2)

Survey

9-window tool

Past	Today	Future
Super System		
System		
Sub-System		

POV + HMWQ

POV and HMW Questions

But actually / However / Whereas NEEDS #

(real reason, surprising insight, impediments)

Note: Make a state of "Skew" (ex. tension/contradiction/surprise).

HMW/

HMW/

HMW/

[HMWQ patterns by d.school] Amp up the good, Remove the bad, Explore the opposite, Question an assumption, Go after adjectives, ID unexpected resources, Create an analogy from need or context, Play POV against the challenge, Change a status quo, Break POV into pieces

Design Principles

Design Principles

Principle	Description
Not To Do	
Unresolved	

Ideas

Idea Rader

Pitch

Reflective Action Sheet

why you?	why now?	why this?
target user	problem	solution
How much is it worth solving?	How much is it possible to solve?	

Needs

Competitive Positioning Map

USER NEEDS (SUPERFICIAL)

(user role)	(his/her situation)
needs a way to (verb, jobs, activity)	
because (superficial motivation: Functional/Emotional/Social)	

Validation Board

VALIDATION BOARD

TODO	DOING	DONE / VALIDATED
UNVALIDATED		
WORKING AGREEMENT		

Product

Product Sketch

Image	Title
Description	

Pitch

For [target user] who [situation or needs], the [product name] is a [product category], which has [key benefit]. Unlike [competitive alternative] our product has [unique differentiation].

1. Title: - Product Name and Slogan - Photo of your Prototype - Design Partner - Corporate Partner - Team Name and Members - Date	2. Prototype Teaser: - First things first. - Clearly state the problem and/or reason why you built the prototype. - How much worth solving the problem? Give us some evidences or clues.	3. Problem or Needs: - Tell us what only you know about the problem and/or how to solve the problem.
4. Solution: - Product Features and Specifications. - Describe the concrete benefits (especially user experience rather than product itself) you provide.	5. Voice of User: - How much does it solve the problem? Give us some evidences.	6. Future Works: - Do you have any future plan? - Photo of your prototype - What do you want the audience to do next? - DO NOT end with just "Thank you".
7. Ending and Call To Action		

Current User Experience

User Research Minimum Questions

How do you do [job/action/verb] today?
You should ask 1+ follow-up question.
Do you use any [tools/products/apps/tricks] today?
You should ask 1+ follow-up question.
If you could wave a magic wand, what would you want to do?
You should ask 1+ follow-up question.
Last time you did, what were you doing before/during/after that?

User Journey Map

BEFORE	DURING	AFTER
Interviewee portrait	HOW and CONTEXT	
profile	WHAT and BEHAVIOR	
Interviewer notes	WHY and FEELING	

Future User Experience

Storyboard (with Story Spine)

ONCE UPON A TIME ... EVERYDAY ... /1		BUT ONE DAY ... /2
BECAUSE OF THAT ... /3		BECAUSE OF THAT ... /4
UNTIL FINALLY ... /6		AND, EVER SINCE THEN ... /7

User Test Minimum Questions

User Test Minimum Questions

What part of the demo resonated with you the most?
Interviewee
Portrait
Additional Interview

What part of the demo could you live without?
Are there any additional features you think are missing?
Do you want to switch to the our solution? Why (or Why not)?

DESIGN THINKING IN TODAY'S WORLD

What are innovative products/services that you use on a daily?

What do you think about
the design process how it's made?

If you were asked to design that, what is
the most important factor to apply?

今日のデザイン思考

1. 日常的に使用している「革新的なプロダクトやサービス」は何ですか？

2. それはどのようなデザインプロセスで作られていると思いますか？

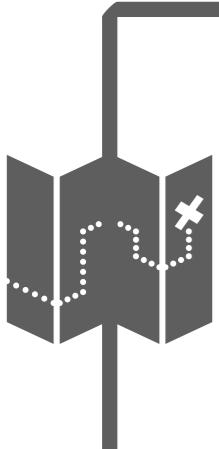
3. 自分で作らなければいけないと思ったら、どういう点に気をつけますか？

User Journey Map

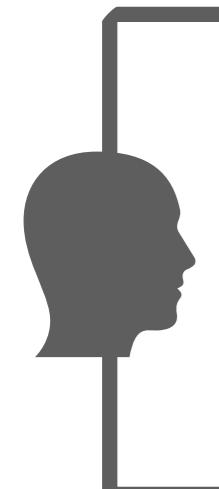
BEFORE

DURING

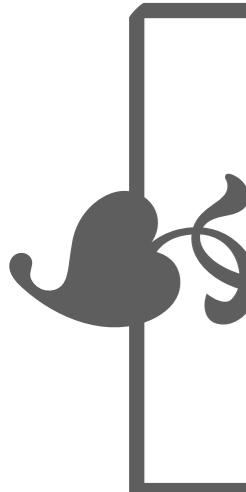
AFTER



HOW and CONTEXT



WHAT and BEHAVIOR



WHY and FEELING

Describe the time series of your activity in a morning

after you get up until you leave home.



Feeling Good 😊



Please use the chart as you like. The vertical axis indicates how you feel.

Interview your partner



about the time series of **his/her activity in a morning** each other.

① Interview (5 min.)

Summary of interview

(Focus on activities with strong emotion)

② Additional Interview (3 min.)

Summary of interview

(Focus on a reason of the activities)

Analyze the activities of the partner

Note: You can interview more

(partner's name)

(his/her situation)

needs a way to

(verb, jobs, activity)

because

(superficial motivation: Functional/Emotional/Social)

**but actually
/ however
/ wheres**

(real reason, surprising insight, impediments)

Note: The Last line should make a state of “Skew” (ex. tension/contradiction/surprise.)

自分の朝の身支度の行動を時系列で記入してください

起床から家を出るまで



いい感じ 😊



サイアク 😞

書き方は自由。上下は気分の良し悪しです。

交代でインタビューしましよう



お互いの朝の身支度について

①インタビュー（1人5分）

インタビューの記録
(感情が高まる行動の様子を聞く)

②追加インタビュー（1人3分）

インタビューの記録
(行動の「なぜ？」を中心に聞く)

パートナーの行動を分析しましょう

*ここで追加インタビューしても構いません

の状況
にいる

さんは、

(動詞、ジョブ、活動)

をしている。
をする必要がある。

なぜなら

(タテマエの動機：機能的/感情的/社交的)

だからだ。

とはいえ、
しかし、
一方、

(本当の理由、驚くべき気づき、活動を阻害する要因)

※最後の行で「ねじれ」を作るようになります。

(ねじれ: tension, contradiction, surprise)

User Research Minimum Questions

How do you do [jobs/action/verb] today?

Interviewee

portrait

You should ask 1+ follow-up question.

profile

Do you use any [tools/products/apps/tricks] today ?

You should ask 1+ follow-up question.

If you could wave a magic wand, what would you want to do?

Interview Tips:

- Smile
- STOP TALKING,
you're the just notetaker
- No yes/no questions
- Restate anything
interesting back to the
person

You should ask 1+ follow-up question.

Last time you did, what were you doing before/during/after that?

Source: Cindy Alvarez "Lean Customer Development" O'Reilly Media, Inc., 2014

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ユーザーリサーチに使える最低限の質問

現在は [ジョブ/行動/動詞] をどのように行なっていますか？

インタビュー相手

似顔絵

フォローアップの質問を1つ以上すること

現在はどのような [ツール/製品/アプリ/裏ワザ] を使っていますか？

プロフィール

フォローアップの質問を1つ以上すること

魔法の杖で何でもできるとしたら、何をしますか？

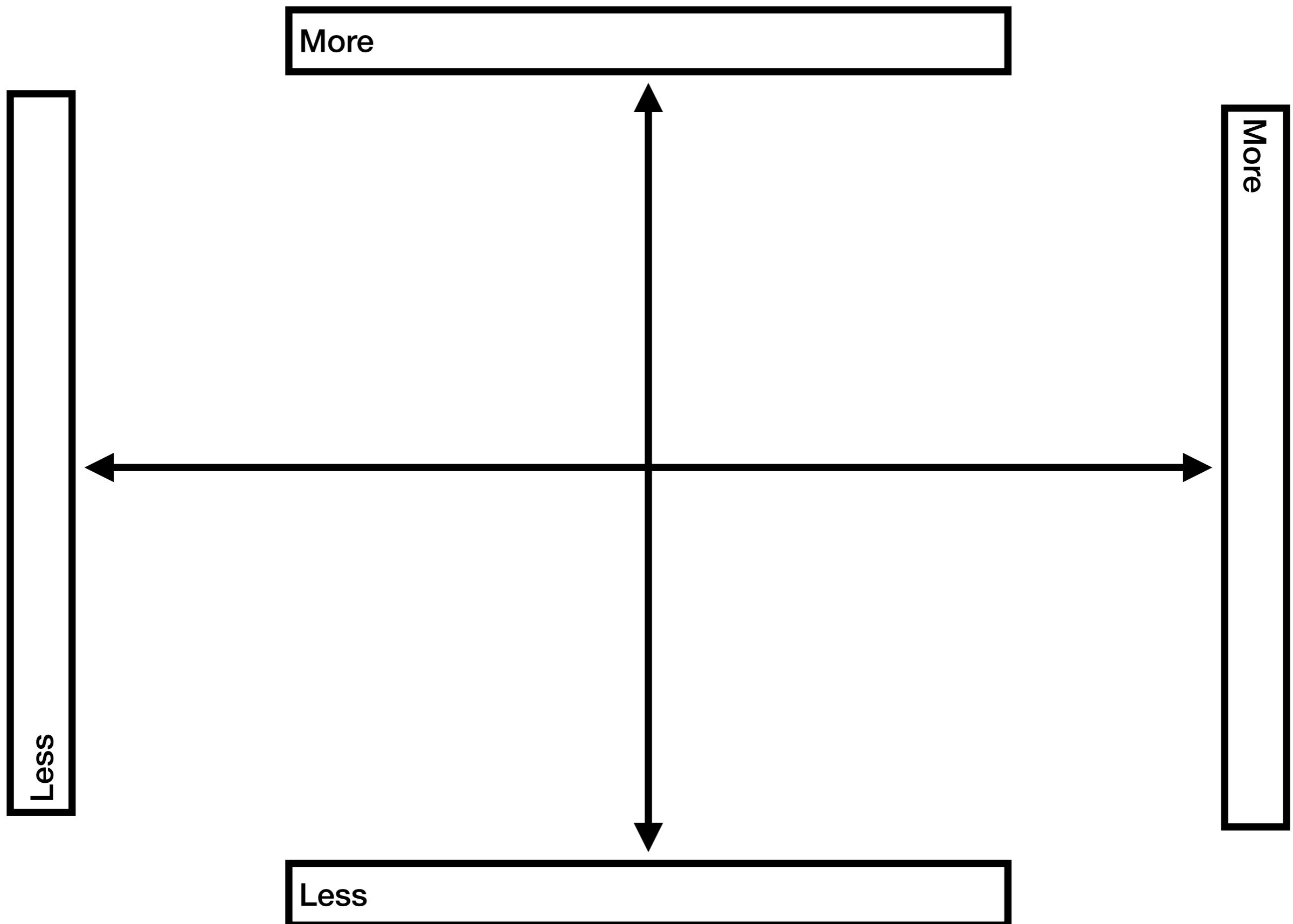
フォローアップの質問を1つ以上すること

前回、その直前 / 最中 / 終了後に何をしましたか？

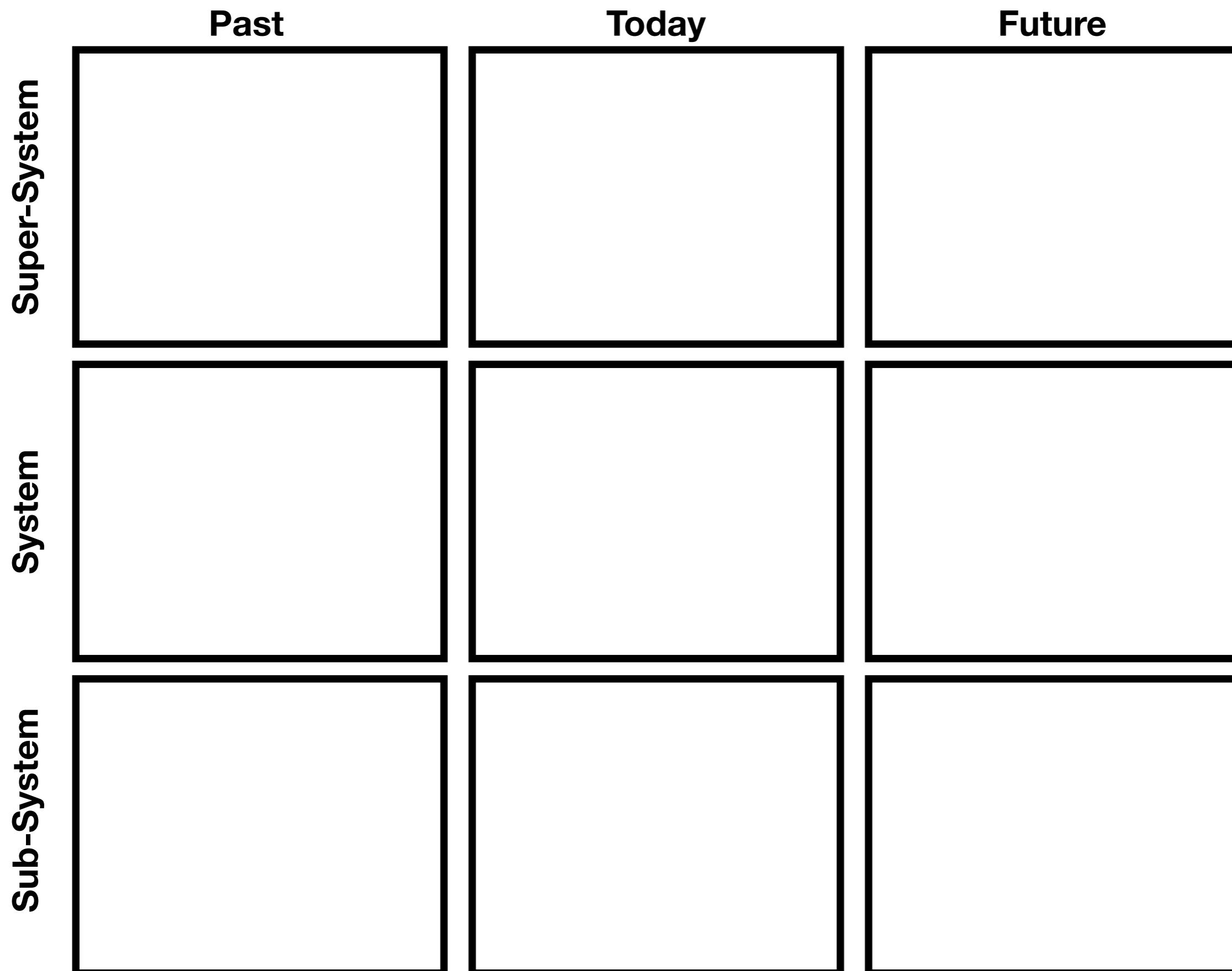
インタビューの心がけ：

- 笑顔
- しゃべりすぎず、
メモに専念すること
- 「はい/いいえ」の質問を避ける
- 興味深い答えを聞いたら、同じ言葉を繰り返して、話を深掘りする

Competitive Positioning Map



9-window tool



USER NEEDS (SUPERFICIAL)



(user role)

(his/her situation)

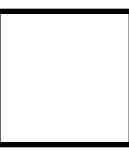
needs a way to

(verb, jobs, activity)

because

(superficial motivation: Functional/Emotional/Social)

ユーザーニーズ（タテマエ）



(状況)

(役割名)

は、

(動詞、ジョブ、活動)

をしている。
をする必要がある。

なぜなら

(タテマエの動機: 機能的・感情的・交友的)

だからだ。

POV and HMW Questions

But actually / However / Whereas

NEEDS #

(real reason, surprising insight, impediments)

Note: Make a state of “Skew” (ex. tension/contradiction/surprise).

HMW/

HMW/

HMW/

[HMWQ patterns by d.school] Amp up the good, Remove the bad, Explore the opposite, Question an assumption, Go after adjectives, ID unexpected resources, Create an analogy from need or context, Play POV against the challenge, Change a status quo, Break POV into pieces

POV と HMW Questions

とはいえ本当は / しかしながら / その一方で

NEEDS #

(本当の理由、驚くべき気づき、活動の阻害要因)

※ 「ねじれ」構造を作ってください (ex. tension/contradiction/surprise)。

HMW/

HMW/

HMW/

[HMWQ パターン by d.school] 良い面を伸ばす、悪い面を除去する、反対を考えてみる、前提を疑う、形容詞で考える、他のリソースを活用する、ニーズやコンテクストから連想する、課題に対して遊んでみる、現状を変更する、課題を分割する

How might we ... ?

- Amp up the good: HMW use the kids' energy to entertain fellow passenger?
 - 良い面を伸ばす：どうすれば私たちは、子どもたちのエネルギーを他の乗客を楽しませることに使うことができそうか？
- Remove the bad: HMW separate the kids from fellow passengers?
 - 悪い面を除去する：どうすれば私たちは、子どもたちを他の乗客から隔離することができそうか？
- Explore the opposite: HMW make the wait the most exciting part of the trip?
 - 反対を考えてみる：どうすれば私たちは、待ち時間を旅の楽しみに変えることができそうか？
- Question an assumption: HMW entirely remove the wait time at the airport?
 - 前提を疑う：どうすれば私たちは、空港での待ち時間をなくすことができそうか？
- Go after adjectives: HMW we make the rush refreshing instead of harrying?
 - 形容詞で考える：どうすれば私たちは、待ち時間を「慌てる」時間から「心地よい」時間に変えることができそうか？
- ID unexpected resources: HMW leverage free time of fellow passengers to share the load?
 - 他のリソースを活用する：どうすれば私たちは、他の乗客の時間を活用することができそうか？
- Create an analogy from need or context: HMW make the airport like a spa? Like a playground?
 - ニーズやコンテクストから連想する：どうすれば私たちは、空港をスパや遊び場のようにできそうか？
- Play POV against the challenge: HMW make the airport a place that kids want to go?
 - 課題に対して遊んでみる：どうすれば私たちは、空港を子どもたちが楽しめる場所に変えることができそうか？
- Change a status quo: HMW make playful, loud kids less annoying?
 - 現状を変更する：どうすれば私たちは、子どもたちをおとなしくさせることができそうか？
- Break POV into pieces: HMW entertain kids? HMW slow a mom down? HMW mollify delayed passengers?
 - 課題を分割する：どうすれば私たちは、子供たちを楽しませることができそうか？どうすれば私たちは、母親を落ち着かせることができそうか？どうすれば私たちは、他の乗客を安心させることができそうか？

<https://dschool.stanford.edu/resources/how-might-we-questions>

Design Principles

Principle	Description

Not To Do	Unresolved

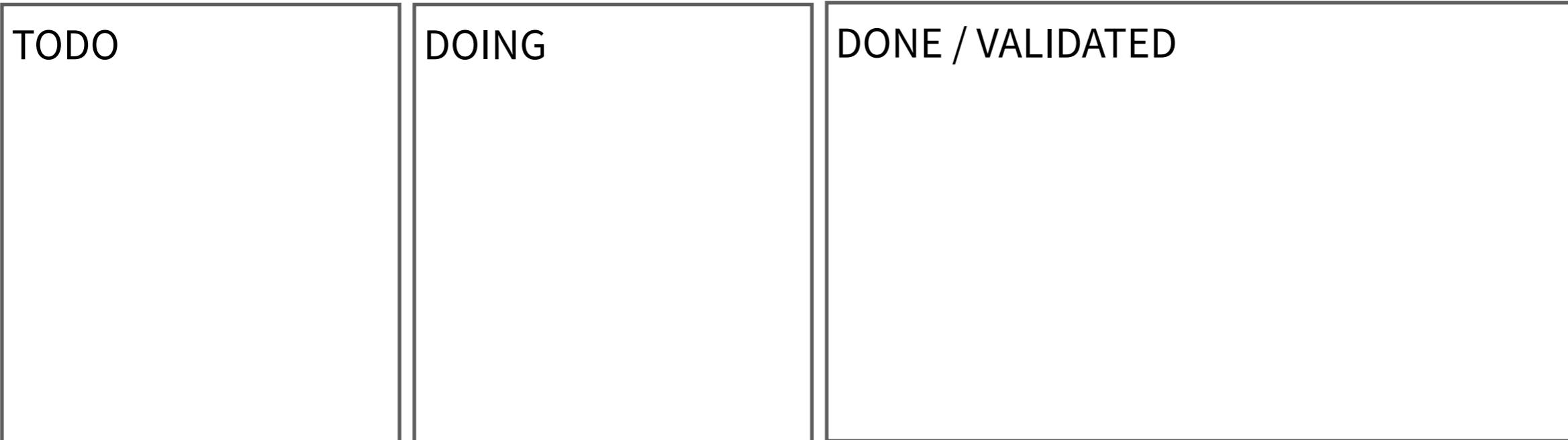
デザイン原則

原則	説明

やらないこと

未解決なこと・あとで決めること

VALIDATION BOARD



UNVALIDATED

WORKING AGREEMENT

Product Sketch

Image



Title

Slogan

Description

Value Proposition

プロダクトスケッチ

イメージ



タイトル

キャッチコピー

説明

価値提案

Reflective Action Sheet

why you?

why now?

why this?

target user

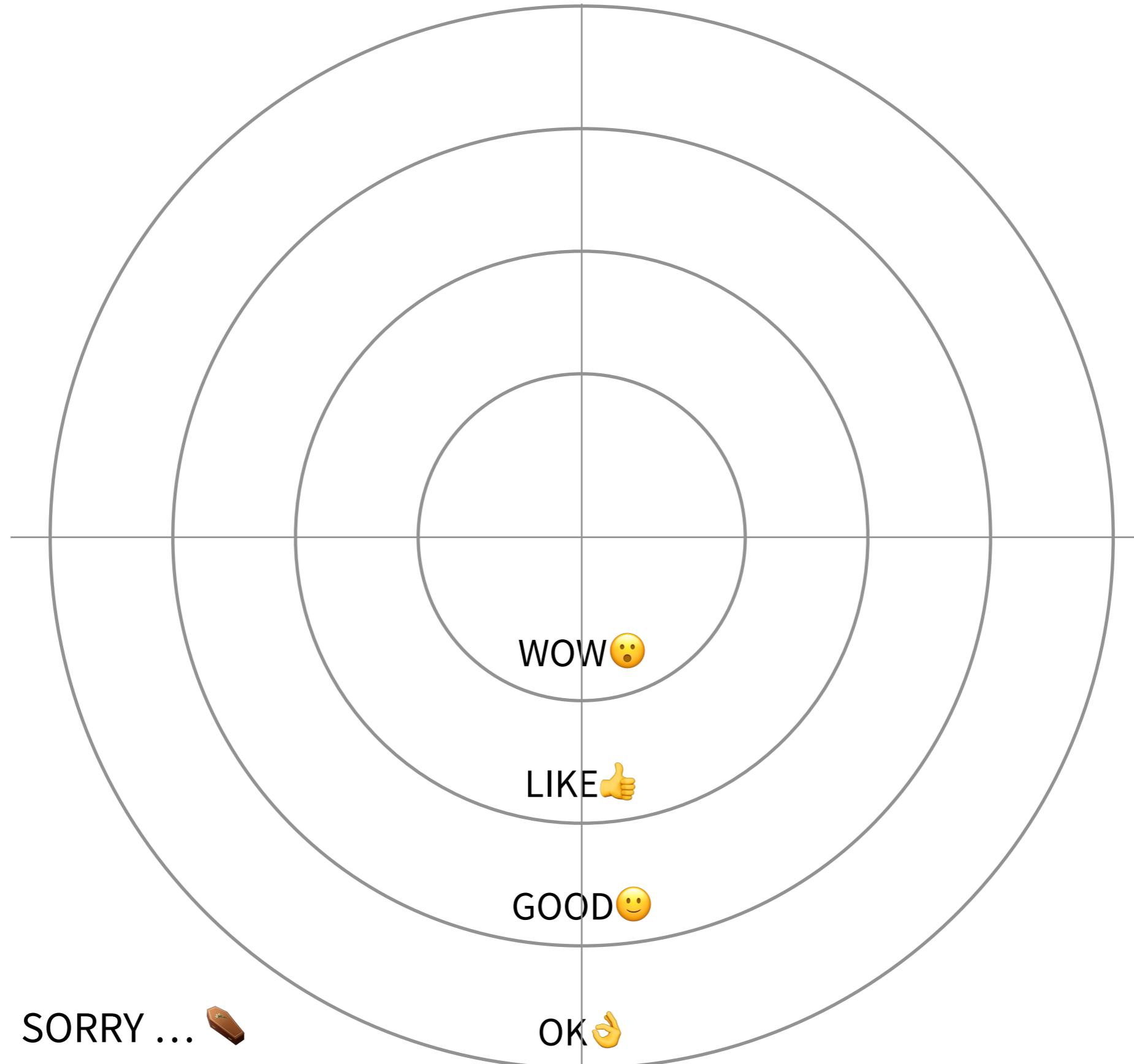
problem

solution

How much is it worth solving?

How much is it possible to solve?

Idea Rader



User Test Minimum Questions

What part of the demo resonated with you the most?

Interviewee

portrait

What part of the demo could you live without?

Additional Interview

Are there any additional features you think are missing?

Do you want to switch to the our solution? Why (or Why not) ?

Source: Ash Maurya "Running Lean" O'Reilly Media, Inc., 2012

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ユーザーテストに使える最低限の質問

デモのどのあたりに共感しましたか？

インタビュー相手

似顔絵

デモのどのあたりが不要でしたか？

追加のインタビュー

こういう機能が欲しいというものはありますか？

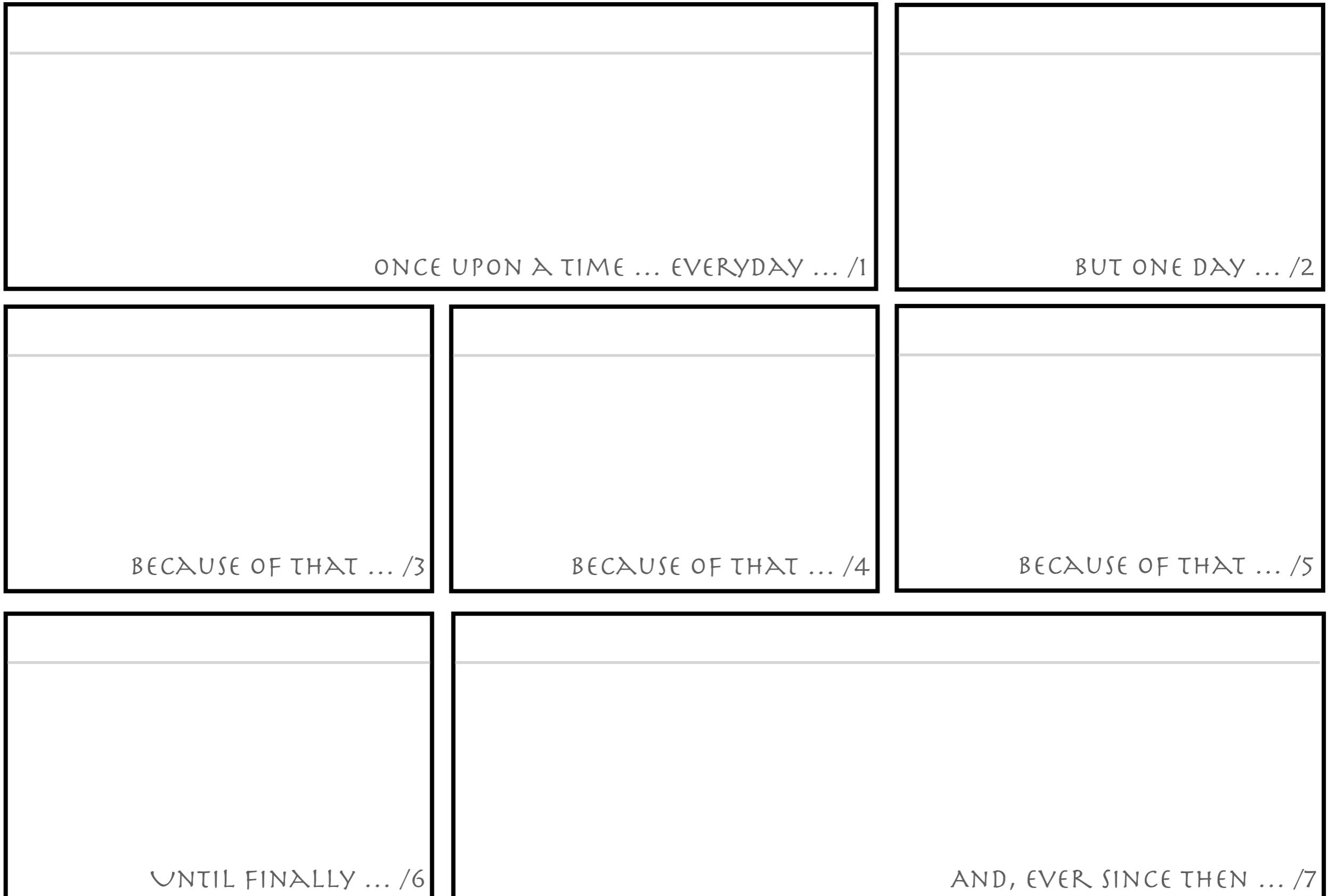
我々のソリューションに切り替えたいと思いますか？その理由は？

出典：Ash Maurya 『Running Lean』 オライリー・ジャパン

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Storyboard (with Story Spine)



Source: <https://www.aerogrammestudio.com/2013/06/05/back-to-the-story-spine/>

ストーリーボード (Story Spine)

あるところに ... 毎日のように ... /1

ある日のこと ... /2

そのために（そのせいで） ... /3

そのために（そのせいで） ... /4

そのために（そのせいで） ... /5

ついに ... /6

それからというもの ... /7

Source: <https://www.aerogrammestudio.com/2013/06/05/back-to-the-story-spine/>

Pitch

For [target user] who [situation or needs],
the [product name] is a [product category],
which has [key benefit].

Unlike [competitive alternative]
our product has [unique differentiation].

0. Title: - Product Name and Slogan - Photo of your Prototype - Design Prompt - Corporate Partner - Team Name and Members - Date	1. Prototype (Teaser): - First things first. - Show and describe your prototype very concisely.	2. Problem or Needs: - Clearly state the problem and/or reason why you built the prototype. - How much worth solving the problem? Give us some evidences or clues.	3. Unique Insight: - Tell us what only you know about the problem and/or how to solve the problem.
4. Solution: - Product Features and Specifications. - Describe the concrete benefits (especially user experience rather than product itself) you provide.	5. Voice of User - How much does it solve the problem? Give us some evidences.	6. Future Works - Do you have any future plan?	7. Ending and Call To Action - Photo of your prototype (again). - What do you want the audience to do next? - DO NOT end with just “Thank you” slide.

Pitch

これは [状況やニーズ] の [ターゲットユーザー] 向けの
[プロダクト名] という [プロダクトの種類] です。

これには [大きな利点] があります。
[既存の競合] とは違い [差別化要因] が備わっています。

0. Title: - Product Name and Slogan - Photo of your Prototype - Design Prompt - Corporate Partner - Team Name and Members - Date	1. Prototype (Teaser): - First things first. - Show and describe your prototype very concisely.	2. Problem or Needs: - Clearly state the problem and/or reason why you built the prototype. - How much worth solving the problem? Give us some evidences or clues.	3. Unique Insight: - Tell us what only you know about the problem and/or how to solve the problem.
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