Team Name_____Date_____

EGE 2123: Entrepreneurial Engineering Design Studio

SITE VISIT #2: Creating a Job Map and Gathering Feedback on Customer Needs

AT THE SITE COMPLETE THE FOLLOWING (1-5):

1. Decide who you want to talk to - Worker? Supervisor? Director? All of the above?

2. Observe the customer's job in process. Take pictures and video (no faces please!).

3. Describe your customer's job in words and then create a job map by deconstructing the job into steps:

JOB DESCRIPTION:

JOB MAP:

4. Observe and talk to people about your job map. Is it accurate? What needs to changed? Make the changes to your job map on the first page in a different color pencil/ink/highlighter (something that makes it clear that you made changes!)

5. For each step in the process, what do your customers say makes that step slow, unpredictable, and/or costly?

JOB STEP	SLOW?	UNPREDICTABLE?	COSTLY?

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When you return to the studio NEXT CLASS complete the following (6-7) :

6. Translate the customer feedback into desired outcomes for each step using only <u>MINIMIZE</u> and <u>INCREASE</u> statements and list those below. You must have <u>at least 5</u> customer needs/outcome statements.

   Outcomes must take the form "Direction….Unit of Measure….Outcome Desired"
   Examples:
   a. <u>Minimize</u> the time it takes to prepare the skin for hair removal.
   b. <u>Increase</u> the number of songs that can be stored in the device.

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7. Create a "Must Do, Might Do, Must NOT Do" table that contains your design requirements up to this point. Include relevant requirements from the syllabus, universal design principles, and your customer needs statements from the previous page .

The solution MUST DO...	The solution MIGHT DO...	The solution MUST NOT DO...