Customer expectations – The project product

Points 3.5. – 3.8 of the project template

SILESIAN UNIVERSITY
SCHOOL OF BUSINESS ADMINISTRATION IN KARVINA

Seminar 11

[ENTER NAME AND DATE]

Seminar Outline

- The seminar will be delivered through MS Team - sharing all tutor's material for the seminar
- Main communication with remote students will be through MS Teams
- Using whiteboard for working as a class together
- Using MS Teams breakout rooms and whiteboard for team work on projects. The tutor will visit each breakout room for check up and for feedback during the group work
- Using Vevox for recap
- Any questions and discussions will also be carried out through MS Teams

Seminar Outline

- Feedback, answering any questions, and discussion on section 3.1 to 3.4 Project product description (10 - 20mis according to the size of the class)
- Working together – example on customer's expectations, acceptance criteria, quality tolerances, and responsibility for acceptance (20mins)
- Working in project groups – project product description sections 3.5 to 3.8 (50mins)

➢ Section 3.5 - Customer expectations for quality

➢ Section 3.6 - Acceptance criteria

➢ Section 3.7 – Quality tolerances

➢ Section 3.8 – Responsibility for acceptance

- Vevox quiz (5mins)
- There will be feedback as needed during the time of the groups working on each section of their project and according to the needs of each group/students)

Learning outcomes

On the end of this seminar you should be able to:

- ❖ understand what customers expect from your final product
- ❖ understand how your value proposition meets your customers
- ❖ understand what quality is still acceptable
- ❖ understand who is going to assess the quality of your product

Feedback, answering any questions, and discussion on section 3.1 – 3.4

SILESIAN UNIVERSITY
SCHOOL OF BUSINESS ADMINISTRATION IN KARVINA

3.1. Project product name: (this is, for example, the final product, service, innovation, etc.)

3.2. The purpose of this project product - the purpose that the project product as a whole is to achieve and who will use it.

3.3. Composition - a list of the main products or groups of products to be delivered by the project (e.g. for a car - tires, equipment, model line, etc.)

3.4. Derivation - are there starting materials from which this product is derived? E.g. there are products that will be modified by the project, etc.

Working together – example on Project products description 3.5 - 3.8

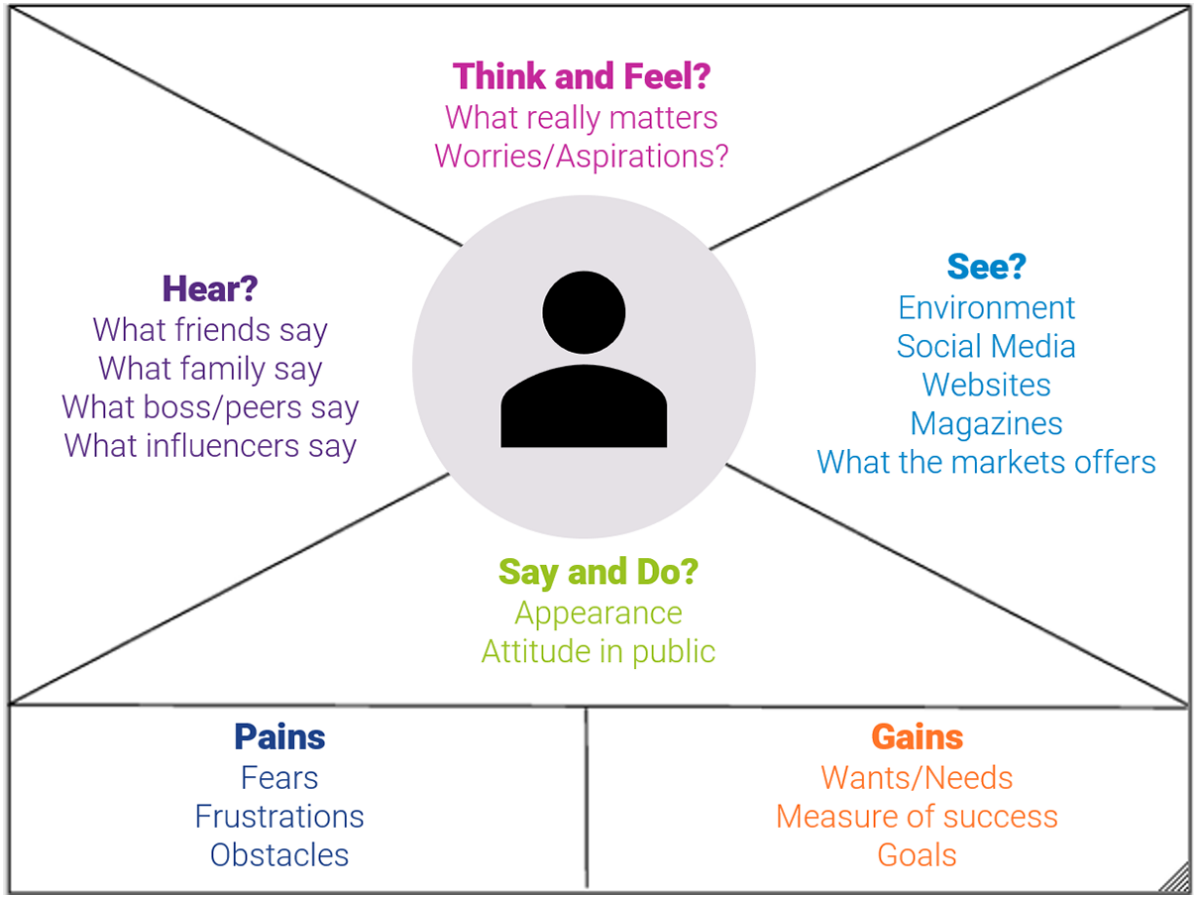
- We will define each section of customer expectations (3.5 – 3.8) working together on example.
- We will use a white board shared through MS Teams
- We will be sharing ideas and filling them in the whiteboard.

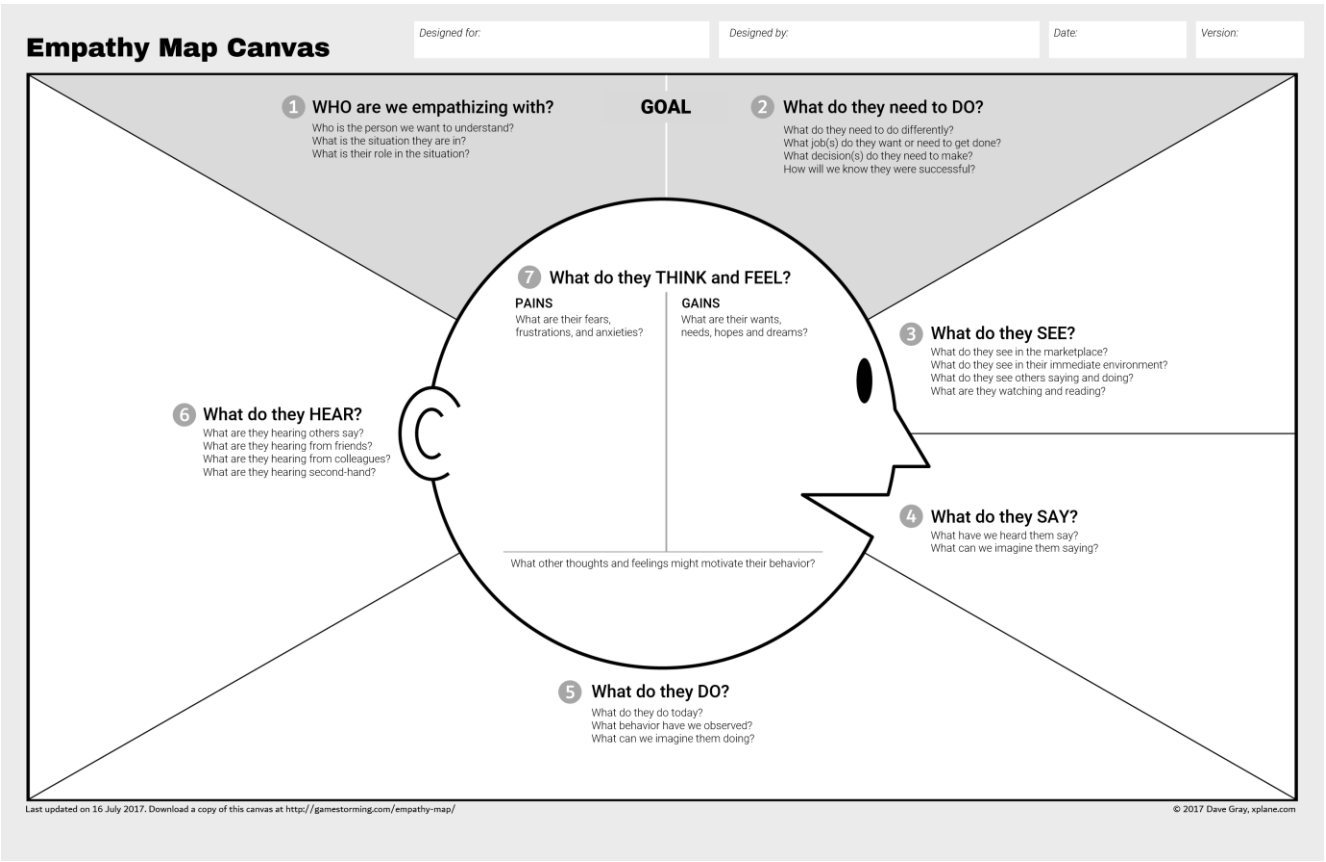
Working in project groups – Project product description – Section 3.5

- 3.5. Customer expectations for quality - a description of the expected quality of the project product from the user's point of view, including determination of the standard (specific characteristics of product quality, meeting e.g. testing, functionality, time of use, etc.)
- You can use Empathy map to help generate ideas

- You can use: https://web.mindonmap.com/create to create your own map

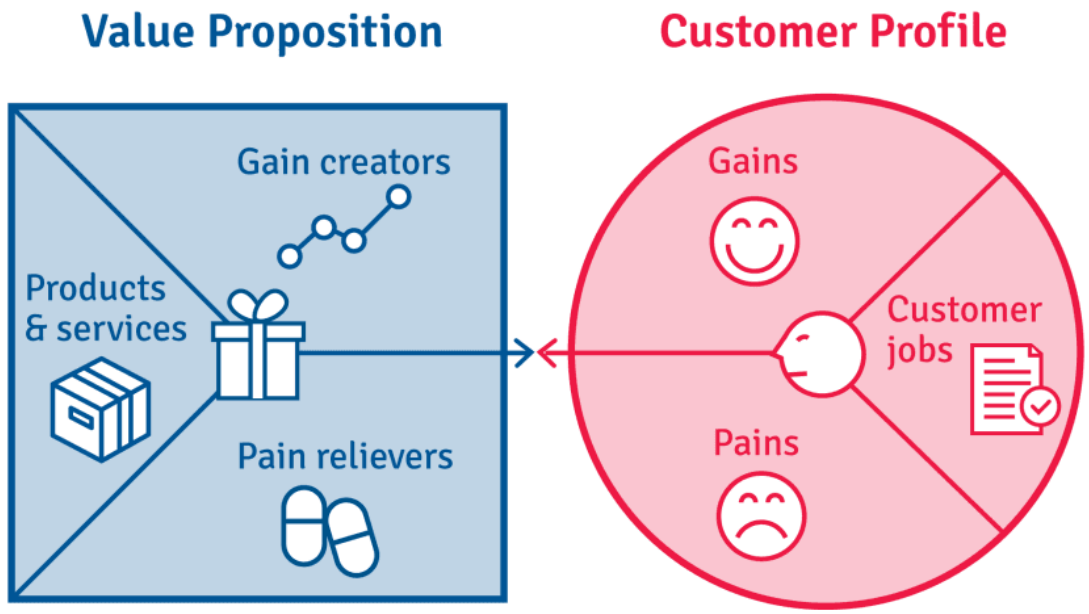
Working in project groups - Project product description – Section 3.5





Working in project groups - Project product description – Section 3.6

- 3.6. Acceptance criteria - a prioritized list of measurable criteria to be met in order for the final product of the project to be accepted / accepted.
- You can use Value proposition canvas to generate acceptance criteria

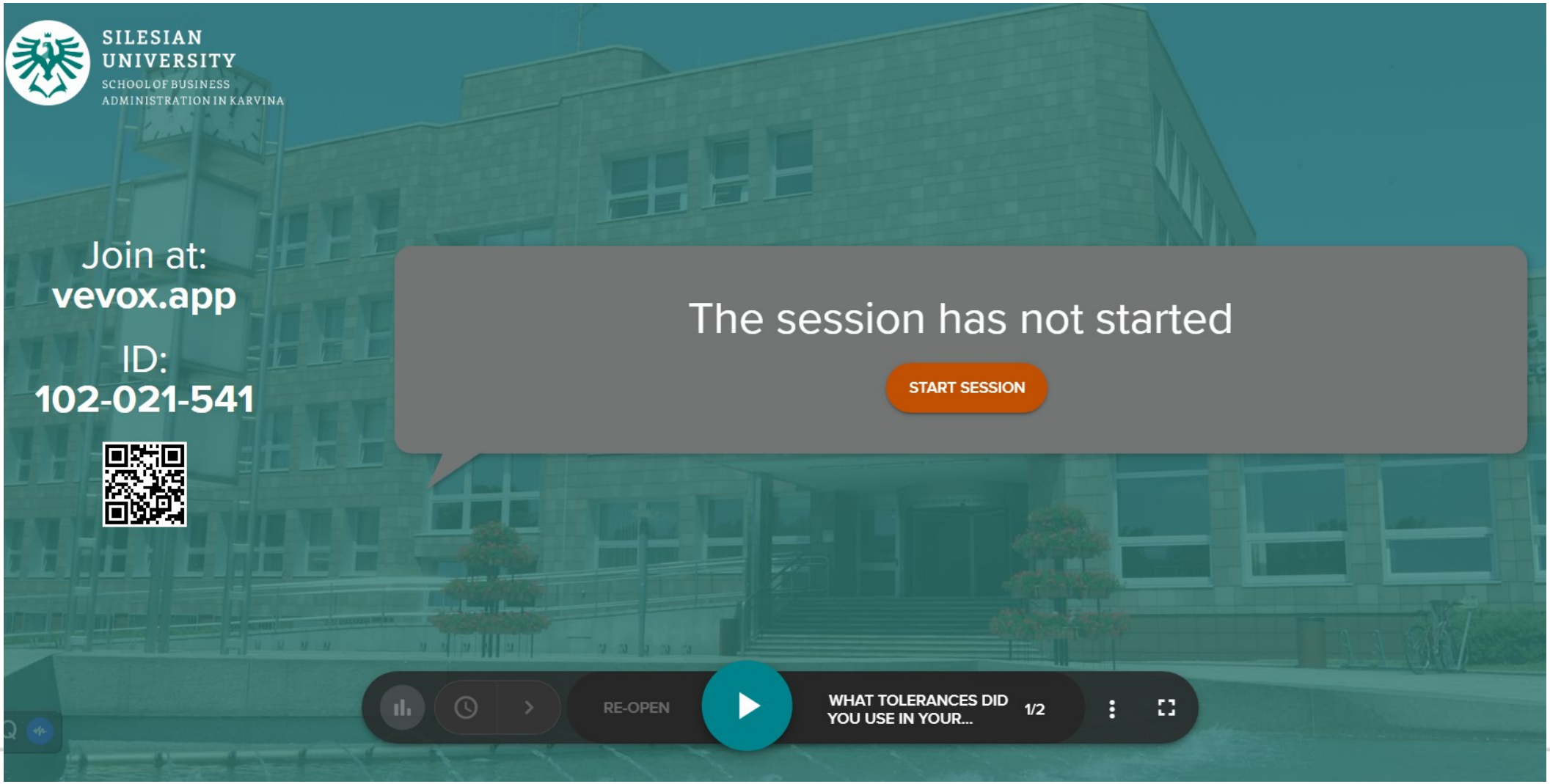


Working in project groups - Project product description – Section 3.7

- 3.7. Quality tolerances - any tolerances that can be applied to the acceptance criteria

Working in project groups - Project product description – Section 3.8

- 3.8. Responsibility for acceptance - who is responsible for acceptance

Time for recap – Vevox quiz

SILESIAN UNIVERSITY
SCHOOL OF BUSINESS ADMINISTRATION IN KARVINA