**Project Background Summary**

The client is in need of a device/system that allows them to reach/grab the male part of the seat belt to place and guide it into the female part of the seat belt in order to be properly buckled in. The system must not interfere with normal operation of the seat belt and will be designed for frequent use. Installation and use must be straightforward; as well as being adjustable for users of different sizes and vehicles of different models in order to optimize client usability. This product will be mainly marketed towards users with varying disabilities and/or aging constraints causing them to experience limited mobility and/or core strength. The product will be designed to make the everyday task of fastening a seat belt convenient and straightforward.

**Unknown Information**

Personal Inspiration

This will provide additional background information on the problem and why it is important to the client directly. The main purpose of the product will be clearly outlined with all of the client’s needs and desires on how the product functions. Anecdotal evidence will allow the team with a basis on what to produce during the design process.

Previous Attempts

Information on previous attempts will provide the group with a basis to start with. Previous prototypes will be taken into design considerations, while also displaying the biggest difficulties and concerns with this problem. If this problem has not been attempted in the past, it will still provide information on the problem as the inspiration and constraints of the problem/product in the market will be addressed.

Existing Solutions

The client will explain the reason they decided to have a new solution proposed for the seat belt problem. Existing solutions will be presented to the client in order to outline the features they would like included in the new product, features to be avoided, as well as new components to be included that are missing in current seat belt guide solutions. This information will be extremely important during the designing and prototyping processes.

**Interviewing Strategies**

Before the interview begins, permission to record the conversation will be asked of the client. During the client interview, all four group members will have their own documents containing the same questions and interview schedule for the client. Members will take turns asking questions, but will record all the answers from the client, whether or not they asked the question as all the answers will be compiled into one document after. Team members will record the client’s problem, needs, desires, specifications, and anything else regarding the elements of the seat belt guide product. Team members will internalize being empathetic to the client’s problem, asking open ended questions in order to allow the client to communicate as much information as possible, while also leading the conversation with the most important details on the problem/product. Team members will take non-verbal communication in account while the client is answering, allowing members to notice which information/aspects of the product the client is most interested in; more questions related to what the client is most passionate about will be asked with more detail. In order to have the conversation flow naturally, group members will ensure the answering time for each question will be as long as possible, allowing the client to answer entirely, while also reflecting on their answer, allowing them to add or change what they have said. Interruptions must also be avoided, allow the client to talk as much as possible. Most importantly, the client must lead the conversation, problem identification, and product development. Group members will not influence what the client wants, but may inspire the client solution at reasonable times (when the client asks for ideas/possible solutions).

**Interview Guide**

Interview Schedule

1. Team and client introductions (5 minutes)
2. Client’s summary of the problem and what product they envision (10 minutes)
3. Questions prepared by team for more information on the problem and what elements to include in the product/solution (20 minutes)
4. Recap, conclusion, and farewell (10 minutes)

Questions

1. Why do you want to create this project?
2. What has prevented you from creating your own solution?
3. What are your general expectations?
4. Who is your target customer? Which country are you going to sell the product in?
5. What age group are you targeting?
6. What is the budget for this product?
7. Have you seen existing solutions on the market? Why have you decided to propose a new one and not use those ones?
8. Is the product designed for a customer who has joint mobility issues in one arm or both?
9. Do you have limitations for the product? (dimensions, type of material, etc.)
10. Should it be designed in a way that people with disabilities can easily install the product?
11. Should the product target people with certain disabilities?
12. Where can we contact you if we have further questions? When will you be available?