

C.3 Préparation pour votre rencontre avec le client.

1. Introduction (max : 5 mins)

- 1.1 - Chaque personne introduit elle-même en citant leur nom (rappel au client)
- 1.2 - Demande pour consentement pour prendre note/enregistrement
- 1.3 - Citer le but et le plan de la rencontre
- 1.4 - Demande au client s'il y des questions/commentaires/soucis

2. Explications du concept(max : 15 mins)***

- 2.1 - Explication du concept d'équipe avec les besoins/critères/spécifications déterminés en équipe en pointant au composants qui les remplis.

3. Questions pour client (max : 20 mins)**

- 3.1 - Poser des questions portant sur les besoins/spécifications (voir question ci-dessous)

4. Salutation (max : 5 mins)

- 4.1 - Demander si le client a des questions + répondre
- 4.2 - Résumer la rétroaction du client
- 4.3 - Remerciement + donnée contacts au client s'il y a d'autres questions

***Si le client a des questions durant les explications, s.-v.-p. les répondre.

****Questions (pas d'ordre) :**

- Which handle does Donna prefer? (semi-circle, straight, curved) (reference the following image).



Figure 1 - Exemples de manches de cannes

- What are your main thoughts on our current concept?
- Are there any concerns you have from what we have presented to you?
- Which feature(s) do you really like and could you expound on the reason?
- What do you dislike in our concept and tell us why?

- What are some things in our concept that you would like to be explored upon?
- What are some features that you think could bring more comfort to our design?
- What are some kinks or struggles that you have witnessed when Donna uses her cane? Please describe them. **Vertical spike**
- To implement a motor, we need to have a source of energy, so possibly a battery or have a **charging port**, so would a better cane with that inconvenience outweigh the problems of Donna's current cane then just a normal cane.