

Project Background Summary

The client is looking for a device that will help people with mobility issues use seatbelts by themselves. The device must not affect the integrity or normal operation of the seat belt, it must allow the buckle to slide along the webbing. It must be easy to install and intuitive to use, along with being able to adjust to fit different vehicles and users.

Unknown information

- The client's motivation
- The clients budget
- Functional requirement (size, weight, aesthetics, etc)
- The clients feedback on similar or previous solutions

Tools

The client will be questioned about recording the interview before it starts. The team leader will be in charge of communicating with the client throughout the most of the interview, making sure to remain empathetic to the users struggles. They will have a paper with the agenda, meeting goals and questions in front of them. One team member will be in charge of note taking the entire time. The three other team members will be listening and watching the client; taking in their body language and responses and coming up with follow up questions for once the prepared ones are done. The team members will remember to look for inconsistencies and why's within the clients' responses. The team leader will make sure to keep watch on how long each question is taking, while making sure to allow the client enough time to fully think out a response. We will make sure to avoid interruptions throughout the interview to let the client talk as much as possible- giving the team a better understanding of the constraints of the system. The team will agree to allow the client to lead with their ideas - occasionally providing inspiration and guidance without suggesting answers. The team will get the clients contact for any follow up questions.

CLIENT MEETING SEAT BELT GUIDE

AGENDA

- Introductions (1-2mins)
- Elevator Pitch of Design Process (3mins)
- Goals of Meeting (<1min)
- Question List (10-15mins)
- Call-to-Action (5mins)
- Final Questions (2mins)

MEETING GOALS

- Get a better understanding of the client and their motivations.
- Allow the client to meet the project team and express their vision, thoughts and concerns.
- Determine the customer needs.

Questions

1. Why did you reach out to the university for this Project? What originated the project?
2. What is your budget. Would you like to market it and if so at what price?
3. Would you be interested in an automatic and more expensive solution or a manual less expensive one.
4. Is there anything in your ⁱⁿ vision ^{that} has struck you as a must have?
5. Have you experimented with similar solutions? ~~or~~ If so what did you like and dislike of them?
6. Would you be concerned about the ease of installation?
7. What is the extent of mobility issues the product should be able to address?
8. Are aesthetics important to you?
9. How big of a device do you imagine?
10. ~~Who~~ Who is your target audience?
11. ~~How~~ To what extent would you like the solution to aid mobility?
12. Are there any other primary factors or concerns we should take into consideration? (Crash safety, reliability, ease of use)

Call-to-arms

- Team members to bring up questions they've determined throughout the interview
- Get clients contact for any follow up