

#18: ENGR. AND/OR DESIGNER DEV. DESIGN SPECIFICS: WHY VARIATIONS IN COMMUNICATION?

TIMELINESS

CLARITY

ACCURACY

METHOD

- | | | | |
|---|---|---|--|
| 1. PARTICIPANTS UNAVAILABLE | 1. CUST. IN SAME AREAS
OFFER DIFFERENT SOLUTIONS | 1. CUST. FEELS INPUT NOT REQ'D | 1. DIFFICULT TO IDENTIFY REAL CUSTOMER |
| 1A. MEETINGS | | 5. CUST. CHANGES | |
| 1B. CUST. WORKING SHIFTS | 2. CUST. FEELS INPUT NOT REQ'D | 5A. REASSIGNMENT | 2. NOT ENOUGH INFO |
| 2. CUST. FEELS INPUT NOT REQ'D | 3. CUST. CHANGES | 9. DESIGNER NOT FAM. W/ PROCS
9A. DESIGNER IGNORANCE | 5. CUST. NOT INCLUDED |
| 3. CUST. CHANGES | 3A. REASSIGNMENT | 4. EXTERNAL FACTORS DRIVE DECISIONS | |
| 3A. REASSIGNMENT | 4. ENGR. CHANGES | 4A. COST CONSTRAINTS | 3. CUST. CHANGES |
| 4. ENGR. CHANGES | 5. CUST. NOT INCLUDED | 4B. LABOR CONSTRAINTS | 3A. REASSIGNMENT |
| 5. BUDGET CHANGES | 6. DESIGNER DOES NOT REC. SUFFICIENT DIRECTION | 4Ba. " IDENT. | 4. ENGR. CHANGES |
| 6. OPER. PHILOSOPHY CHANGES | 6A. ENGR. DOES NOT COMM | 12. CUST. CHANGES MIND | 2A. BUDGET CHANGES |
| 7. CUST. CHANGES MIND | 7. DES. NOT FAM. W/ PROC. | 10. DESIGNER DOESN'T UNDERSTAND ENGR. | 2B. OPER. PHILOSOPHY CHANGES |
| 7A. CUST. DOESN'T REALLY KNOW WHAT HE WANTS | 7A. DES. IGNORANCE | 11. ENGR. CHANGES | 6. CONFLICTING DIRECTIONS |
| 7B. NEW INFO OFFERS OTHER ALTERNATIVES | 8. DESIGNER DOESN'T UNDERSTAND ENGR. | 7. CUST. NOT INCLUDED | 6A. PROJ. LEADER NOT DEFINED |
| 8. PRIORITIES CHANGE | 9. CUST. CHANGES MIND | 8. DESIGNER DOES NOT COMM. | 6Aa. MULTIPLE DEPT. INVOLVEMENT |
| | 10. MULT. CUSTOMERS | 8A. ENGR. DOES NOT COMM. | |
| | 10A. CONFLICTING INTERESTS | 11. INACCURATE INFO. FROM OUTSIDE SOURCES | |

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