Assignment 4A
The due date for submitting this assignment has passed.
As per our records you have not submitted this assignment.

1) The Pareto diagram for customer need analysis is a graph of
   - Customer satisfaction vs Function
   - Customer complaints vs Function
   - Customer satisfaction vs Design
   - Customer complaints vs Design
   No the answer is incorrect
   Score: 0
   Accepted Answers:
   Customer satisfaction vs Function

2) Under practical scenarios, the designer tries to meet the customer's expectations in designing a new product and achieves the target progressively during the design process. This results in the ________ curve in the Pareto diagram
   - Basic performance curve
   - Delighted performance curve
   - Expected performance curve
   - Disappointed performance curve
   No the answer is incorrect
   Score: 0
   Accepted Answers:
   Delighted performance curve

3) Customer needs that keep changing with the technological advancements fall under the category of
   - Constant needs
   - Latent needs
   - Nice-to-have needs
   - Variable needs
   - Direct needs
   No the answer is incorrect
   Score: 0
   Accepted Answers:
   Variable needs

4) While gathering the customer needs, which method will give you the most information per unit of effort?
   - Questionnaires
   - Focus groups
   - Being the customer
   - Interviews
   No the answer is incorrect
   Score: 0
   Accepted Answers:
   Being the customer

5) The customer care patterns of a product can be depicted using
   - Gantt chart
   - Role modeling cycle
   - Activity diagram
   - Use/Outline method
   No the answer is incorrect
   Score: 0
   Accepted Answers:
   Activity diagram

6) The latent needs that can be identified from the product assembly block are
   - Less number of parts for assembling
   - Cardboard box for packaging
   - Ease of assembling
   - Truck for delivery
   - Snap fit design
   - Light weight
   No the answer is incorrect
   Score: 0
   Accepted Answers:
   Ease of assembling

7) Affinity diagram method is a part of which process
   - Organizing customer needs
   - Marketing the product
   - Ideation
   - Understanding the product opportunity
   No the answer is incorrect
   Score: 0
   Accepted Answers:
   Organizing customer needs

8) The relative importance of a customer need after implementing affinity diagram is expressed in terms of
   - Percentage
   - Ranking
   - Normalization
   - None of the above
   No the answer is incorrect
   Score: 0
   Accepted Answers:
   Ranking

9) Conversion of the subjective customer needs into precise objective product targets is performed by developing
   - Customer needs evaluation
   - Affinity diagram
   - Product specifications
   - Mission statement
   No the answer is incorrect
   Score: 0
   Accepted Answers:
   Mission statement

10) The quantitative measurable criteria that the product should be designed to satisfy are
    - Metric
    - Utility
    - Weight
    - Value
    No the answer is incorrect
    Score: 0
    Accepted Answers:
    Metric

Due on 2020-10-14, 23:59 IST