Assignment 2

The due date for submitting this assignment has passed. As per our records you have not submitted this assignment. Due on 2019-03-13, 23:59 IST.

1) What tools are covered in this module? (Check all that apply) 1 point

- [ ] Customer Journey Map
- [ ] Zones of Change
- [ ] Multi-Why
- [ ] Conflict Analysis

No, the answer is incorrect.
Score: 0
Accepted Answers:
Multi-Why
Conflict Analysis

2) Which company made the method Multi-Why or 5-Whys popular? 1 point

- [ ] Honda
- [ ] Suzuki
- [ ] Mitsubishi
- [ ] Toyota

No, the answer is incorrect.
Score: 0
Accepted Answers:
Toyota

3) Why do we need to perform multi-why analysis? (Check all that apply) 1 point

- [ ] The customers are complex people, multi-why makes this simple
- [ ] The root cause of the problems that the customers face is not evident
- [ ] The customer specify latent needs and this is one to way to get to those needs

Score: 0
Accepted Answers:
4) Typically how many levels are suggested we go with the Multi-level analysis?

- 8
- 1
- 5
- 2

No, the answer is incorrect.
Score: 0
Accepted Answers:
5

5) How many sided conflict do we analyze in the conflict analysis?

- 3-way
- 1-way
- 2-way
- 4-way

No, the answer is incorrect.
Score: 0
Accepted Answers:
2-way

6) There is no connection between Multi-Why and conflict analysis methods.

- True
- False

No, the answer is incorrect.
Score: 0
Accepted Answers:
False

7) In Mr. Portos’ story, the parties at conflict are:

- Mr. Portos and his mistresses
- Mr. Portos and the King
- Mr. Portos and his tailor
- Mr. Portos and the other musketeers

No, the answer is incorrect.
Score: 0
Accepted Answers:
Mr. Portos and his tailor

8) The main purpose of building the conflict analysis model is to:

- Make a visual version of the conflict in the problem
- Identify the core of the problem at hand
- Analysis is a necessary step and has to be performed to keep the project going
- None of the above

No, the answer is incorrect.
Score: 0
Accepted Answers:
Identify the core of the problem at hand
9) We connect multi-why and conflict analysis by:

- Taking the variables from the multi-why analysis and use them in the conflict analysis
- Looping the last why of the analysis to the result of the conflict analysis
- Keeping the conflicting actors the same all across the analysis
- Ask the same why questions even during the conflict analysis to maintain consistency

No, the answer is incorrect.
Score: 0
Accepted Answers:
- Taking the variables from the multi-why analysis and use them in the conflict analysis

10) The reason we performed the analyses multi-why and conflict analysis is:

- To unearth the latent needs of the customer
- To analyze till we cover all aspects of the problem
- To appear competent in front of our design thinking colleagues
- To show progress in the project

No, the answer is incorrect.
Score: 0
Accepted Answers:
- To unearth the latent needs of the customer