**Hierarchy of Customer Needs**

1. Safety
   a. Customer Safety
      i. No Interference With Wheelchair Controls
      ii. Easily Be Able To Get Out of Way of Customer
         1. Low Obstruction of Vision
      iii. Custom Enclosure
   b. Product Safety
      i. Fixed to Wheelchair
      ii. Adequate Product Size
      iii. Adequate Product Weight
      iv. Durable and Robust
      v. Weather Resistant

2. User Friendly
   a. Graphical User Interface
   b. Picture Based
   c. Flow of Components on Wheelchair (Overall System)
   d. Customer Requests
      i. Female Voice Output
      ii. Colorful and Girly Case

3. Convenience
   a. Battery
      i. Easily Charged
      ii. Able To Plug In and Recharge
      iii. Long Battery Life
   b. System Must Be Fast
   c. Customer
      i. Left Hand Design
      ii. Antiglare Screen
   d. Volume Adjustment for Staff
   e. Upgradable By Staff