

Customer Needs

Revision #: 5

Customer Need #	Importance	Description	Comments/Status
CN1	9	Shorter Lead time for expedited parts	Kaizen Events scheduled
CN2	6	Plan for acquiring Capital Equipment	
CN3	9	Cell Layout	
CN4	3	Assessment of job classification	Investigating current job classifications
CN5	3	AFE if purchasing Capital Equipment	
CN6	9	Evaluation of current equipment	Completed parts matrix
CN7	9	Prioritization of work process	
CN8	9	Work Flow Diagram for prioritization	
CN9	3	List of part families that will go through QSC	All small parts besides labys
CN10	9	Documented process to transform the cell	Includes step by step activity plan
CN11	6	All involved in process are on board with plan	
CN12	9	Develop projections for expected revenue due to faster service	
CN13	9	Improved quoting process	Kaizen Events scheduled

Cust. Need #: enables cross-referencing (traceability) with specifications

Importance: Scale (3=must have, 6=nice to have, 9=preference only)

Description: organize as primary and secondary needs (hierarchy)

Comment/Status: allows tracking of questions, proposed changes, etc; indicate if you are meeting the need or not