

Voice of the Customer

			Plan	Develop			Market			Deliver			Support					
	<div><div><div>○</div><div>△</div></div><div><div>4- Strong</div><div>2 - Medium</div><div>1- Weak</div></div></div> <div>Business Functions</div> <div>Customer Requirements</div>		Importance (1-5)															
Quality																		
Schedule																		
Cost																		
	Total Weight			0	0	0	0	0	0	0	0	0	0	0	0	0	0	

Voice of the Customer (VOC)

1. Input criteria (e.g., Customer requirements)
2. Input objectives in
3. Rate Importance of each requirement
4. Input interactions between criteria and methods in cells