

**Mission Statement:**

To create a product that is comfortable, durable, and cost efficient for the customer.

**Customer Needs Compiled:**

A total of one hundred and two people were polled to create this list of customer needs (This list is no particular order):

Durability  
Comfortability  
Aesthetics  
Easily Transportable  
Accessories  
Weather Proof  
Chair Like  
Cost  
Overall Design

**Consumers Ranking:**

This list was taken back to the consumer population to be ranked in order of importance. A scoring system was formulated and the data was compiled. If the quality of the chair received a 1 (most important) it got ten points, a 2 received nine points, and so on and so forth till we get to the end of the list. (See table below)

**Ranking from Most Important to Least Important:**

Comfortability, Durability, Cost, Aesthetics, Overall Design, Easily Transportable, Accessories, Chair Like and Weather Proof.

## NITTANY ENGINEERS: CUSTOMER NEEDS SURVEY

|                             | <u>#1</u> | <u>#2</u> | <u>#3</u> | <u>#4</u> | <u>#5</u> | <u>#6</u> | <u>#7</u> | <u>#8</u> | <u>#9</u> | <u>#10</u> | <u>#11</u> | <u>#12</u> | <u>#13</u> | <u>#14</u> | <u>Total Points</u> |
|-----------------------------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|------------|------------|------------|------------|---------------------|
| <b>Durability</b>           | 8         | 8         | 8         | 9         | 8         | 9         | 10        | 8         | 6         | 7          | 7          | 10         | 7          | 6          | 111                 |
| <b>Comfortable</b>          | 10        | 9         | 9         | 7         | 9         | 10        | 8         | 7         | 10        | 10         | 10         | 9          | 10         | 8          | 126                 |
| <b>Aesthetics</b>           | 6         | 7         | 5         | 2         | 5         | 5         | 5         | 4         | 9         | 8          | 9          | 8          | 6          | 7          | 86                  |
| <b>Easily Transportable</b> | 7         | 4         | 2         | 4         | 7         | 6         | 4         | 3         | 5         | 6          | 2          | 7          | 5          | 4          | 66                  |
| <b>Accessories</b>          | 4         | 2         | 6         | 8         | 3         | 3         | 6         | 2         | 4         | 5          | 6          | 6          | 4          | 5          | 64                  |
| <b>Weather Proof</b>        | 3         | 3         | 4         | 5         | 6         | 8         | 2         | 5         | 3         | 3          | 5          | 5          | 3          | 3          | 58                  |
| <b>Chair Like</b>           | 2         | 6         | 3         | 10        | 4         | 2         | 3         | 6         | 8         | 2          | 4          | 4          | 2          | 2          | 58                  |
| <b>Cost</b>                 | 9         | 5         | 10        | 6         | 10        | 7         | 9         | 9         | 2         | 4          | 8          | 3          | 9          | 10         | 101                 |
| <b>Overall Design</b>       | 5         | 10        | 7         | 3         | 2         | 4         | 7         | 10        | 7         | 9          | 3          | 2          | 8          | 9          | 86                  |

# On Survey= Points

Awarded

**1=10**

**2=9**

**3=8**

**4=7**

**5=6**

**6=5**

**7=4**

**8=3**

**9=2**

