

**Mission Statement:**

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

**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 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**

