

Kigali 13/10/2023  
Ministry of Education  
Rwanda TVET Board  
World Mission High School  
Sector: ICT  
Trade: Software Development  
Level:3

### Analyze Project Requirement HOMEWORK

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#### Question 1: Identifying Customer Needs

How do you identify and prioritize customer needs and requirements when developing a new product or service? What methods or techniques do you use to gather feedback from customers, and how do you ensure that their needs are accurately represented in the product/service design?

#### Question 2: Research Methods

What are the key research methods commonly employed to gather market insights and customer feedback? Compare and contrast qualitative and quantitative research methods. Provide examples of situations where each method would be most effective in understanding customer preferences and market trends.

#### Question 3: Work Communication Process

Describe an effective work communication process within a team or organization. What tools and strategies do you utilize to ensure clear and efficient communication among team members? How do you handle potential communication barriers and conflicts to maintain a productive work environment?

#### Question 4: Customer Feedback Implementation

After gathering customer feedback, how do you prioritize the suggestions and decide which ones to implement in the product or service? Explain the criteria and decision-making process involved in implementing changes based on customer feedback. Additionally, how do you measure the impact of these changes on customer satisfaction?

Question 5: Continuous Improvement Discuss the concept of continuous improvement in the context of customer needs and work communication processes. How do you ensure that your organization remains adaptable and responsive to evolving customer requirements? Provide examples of

strategies or frameworks that facilitate continuous improvement in both product development and team communication.

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