



Qualitative VOC Plan for: **RACES Members**



Business Objective (what is to be decided or what is to be learned)				
Operational / Maintenance Needs				
Research Objective (which potential sources will you investigate)				
RACES/ARES Members				
What information is needed? (What are the key measures? What relationships are you looking for with the measures)				
	Whom would you like to talk to?	Capable?	Willing?	Accurate?
Ease of installation	RACES/ARES Members	Yes	Yes	Maybe
Operational concerns	RACES/ARES Members	Yes	Yes	Maybe
Maintenance concerns	RACES/ARES Members	Yes	Yes	Maybe
Technical Concerns	RACES/ARES Members	Yes	Yes	Maybe
Data Collection Plan				
Discussion at RACES meeting				
Analysis Plan (What methods will you ultimately use to quantify the importance of stakeholder needs?)				
QFD				