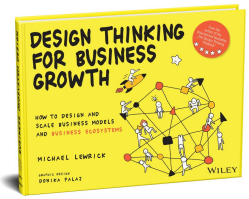
Project:
Team:
Version & Date:

CRITICAL ITEMS DIAGRAM



Lewrick, M.
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Quick guide: The *Critical Items Diagram* helps to structure the findings from the first phases in order to prepare for idea generation and experimentation. The first step is to ask yourself the question: *What is critical for a successful solution of the problem?* The basis for this are the findings from the phases of understanding and observing.

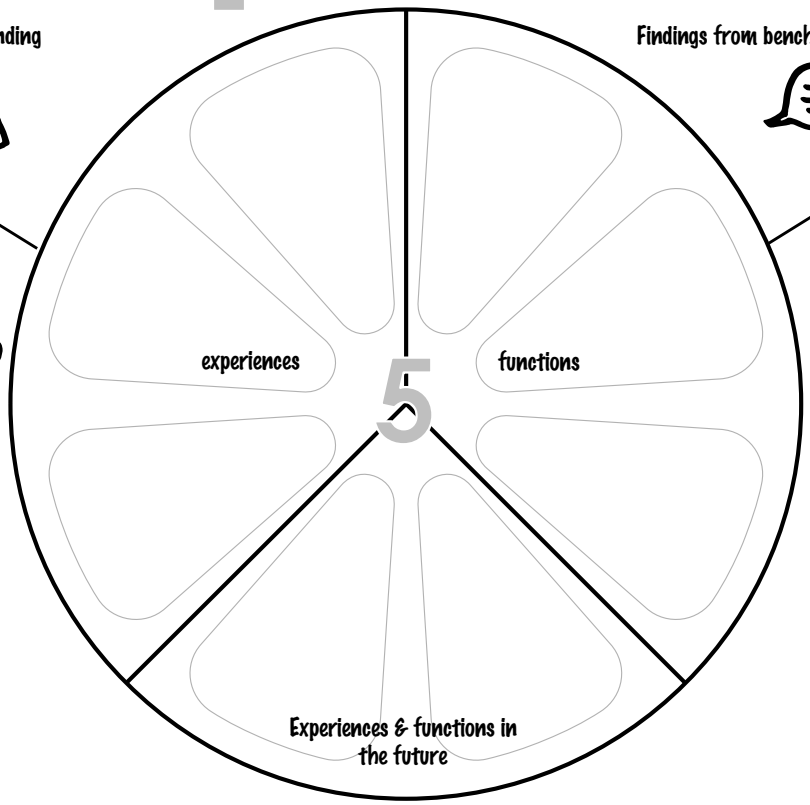
More tips & tricks for this template on book page: 196

1 What is Critical?

What is critical for a successful solution of the problem?

Findings from needfinding

Findings from benchmarking



2 Important Experiences

What are the experiences for the user? of high importance?

3 Important Functions

Which functions are most important for the user?

4 Important Experiences & Functions in the Future

Which experiences & functions will be decisive for the user in the future?

5 Place & define How might we...-questions

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