



# Why do we need DFSS ?



# DFSS helps to get it right first time more often

A number of high profile new IT system failures in the public sector have been well-documented by the media – millions of pounds spent on new computer systems which subsequently do not fulfil customer requirements.

There is no reason to believe that new process/system implementations are any better in the private sector either.

New cars have been re-called by manufacturers for safety concerns.

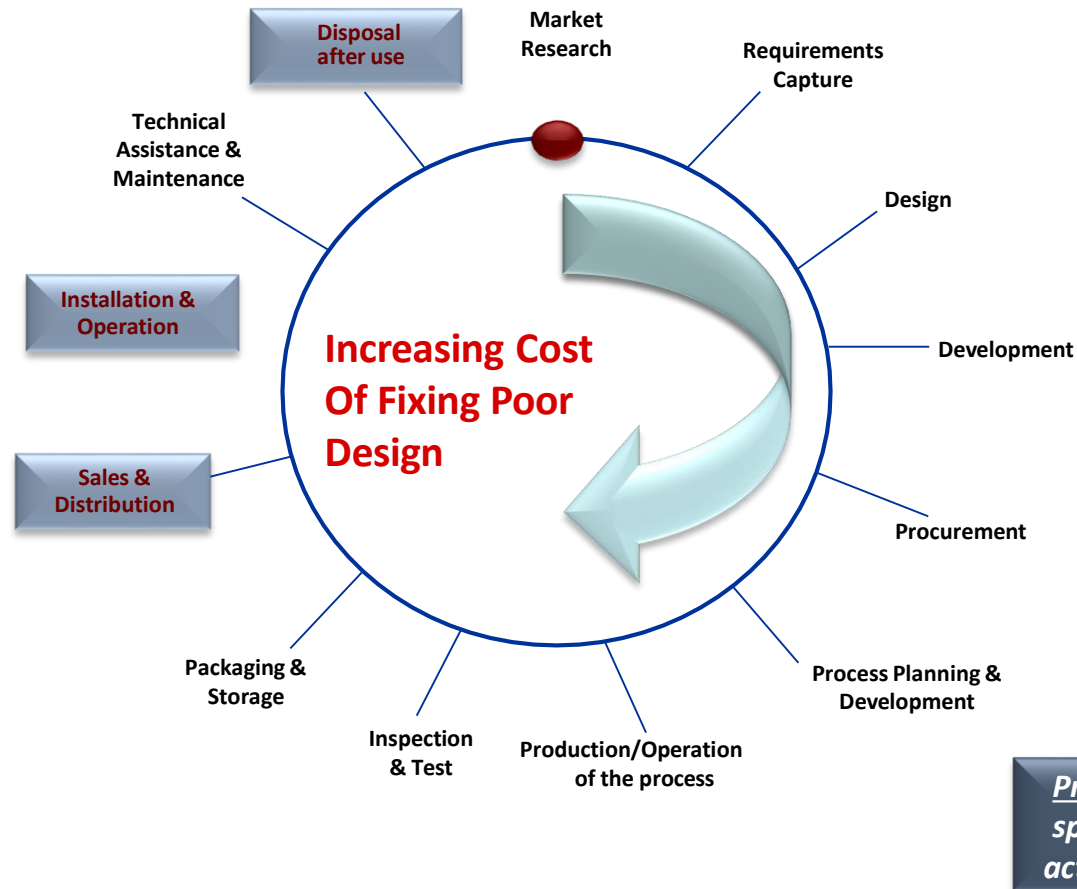
There are lots of other examples of things which don't work to the satisfaction of their users when implemented from new, look around you...

## Why the difficulty?

New process/system design requires:

- a lot of thought and careful planning **up front**
- careful and comprehensive attention to customer needs.
- that customer needs are 'flowed down' (integrated) into the design and that this has been **verified** to be the case **prior** to implementation.

# Getting it right – designing for the product/process life cycle



- Errors if left undetected will be built upon in subsequent activities – potentially making them harder to find and more costly to fix.
- DFSS focuses on doing more work up front but involving every function with a stake in the life cycle to ensure that the design captures and delivers all requirements.