

PHASE 2 DESIGN & TEST

Integrate Feedback, Iterate, and Prioritize

Effort ●●●●●

Objective

To determine what changes are relevant to improve the solutions and to re-prioritize based on these changes.



Time needed

5–6 hours, depending on scope



Participants

Design and research team

How to use this tool

The next step is to decide on the changes and adjustments you need to make based on the feedback. Focus on the most impactful things that demand less effort from your team. Then, prioritize your solutions again. You want solutions that will improve the user experience and solve the problem.

1. **Reflect on the feedback.** With your team, look back at the feedback that was most relevant throughout all the iterations of the prototype.
2. **Identify the changes.** After you review the feedback, what changes do you want to make? What would you test in this new iteration?
3. **Prioritize your solutions.** Using the matrix in this template, prioritize your solutions by looking at impact versus effort. Some of the changes you made, may make this prototype easier or more difficult to finalize. Tasks falling in the high impact, low effort quadrant represent quick wins, while those in the high impact, high effort category necessitate strategic planning. As a project, you may decide to change the criteria you want to look at. Criteria you may choose to look at include impact, effort, urgency, cost, or importance.
4. **Place your post it notes.** Discuss with your team and place your post-it notes within the matrix.
5. **Determine where to focus.** Use the matrix to choose and think about relevance for the HMW question and how exciting they seem to be to explore. You want to stay away from those ideas with low impact but high effort.

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<p>PREVIOUS ITERATION # ____</p>	<p>NEW ITERATION # ____</p>	
<p><i>Relevant feedback from previous iteration.</i></p>	<p>RELEVANT FEEDBACK FROM THIS ITERATION THAT WOULD DETERMINE NEW CHANGES</p>	<p>CHANGES TO MAKE BASED ON FEEDBACK</p>
<p><i>Changes made in previous iteration.</i></p>	<p><i>What are our new key findings?</i></p>	<p><i>How can we incorporate them into the design concept?</i></p>
<p><i>What would be tested in this new iteration?</i></p>		

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Citations

Andersen, B., , Fagerhaug, T., Beltz, M. (2010). *Root Cause Analysis And Improvement In The Healthcare Sector: A Step-by-Step Guide*. American Society for Quality.