

## Chapter three:

### WHAT THE CUSTOMER WANTS FROM THE SYSTEM

**Objective** The 'Reason for purchase' of a system nearly always dictates the system design together with the controls & equipment used. This can be an issue when the reason for purchase differs from the requirements of the users. This may best be explained with a developer that installs entrance gates on a communal entrance so as to maximize appeal and value of each property within, but with an inadequate budget to invest, the system is more basic, with limited features, causing user frustration or lack of service/safety.

The objectives of the end user are ultimately the ones that should take preference from the start: ongoing service and maintenance will be affected by suitable use and wear & tear, which can be compromised by poor or inadequate performance of a system. Also, carrying out modifications to a system that is already installed can and often is, far more costly, as well as inconvenient to all. Access restrictions on a finished development are far greater and liaison with everyone concerned becomes more of an issue.

Over-complication and unnecessary expense can be avoided if full consideration is made on the final objective of the system. A view to future needs should be made and if practical, accommodated for at the start. Future proofing is good practice but it nearly always involves some additional cost.

Inherited systems almost always raise questions with new owners and often do not fully suit their needs and requirements. This situation often needs careful review of the whole system and modification agreed accordingly.

### WHAT THE USERS WANT FROM THE SYSTEM

**Users requirement** The performance of the system should fulfill the needs of the user.

Therefore it should be designed with the users requirements in mind and if possible, by liaising with them. If the final product does not meet or suit the users requirements the system may be assumed un-fit for purpose and often receive greater daily abuse or misuse as a consequence. This could result in greater running and maintenance costs, together with repairs that may otherwise not be required.

