End-users' performance requirements and KPIs

Definition of requirements is the starting point of the design stage of any CSO housing project. It could even be said that a process of CSO housing is following the participatory design workflow.

Within a project, requirements can be classified as generic (laws and regulations related) or dynamic (CSO's and end-users related). Since *generic requirements are professionals' domain*, the main focus of participatory design workflow are <u>dynamic end-users' performance requirements</u>.

Any initial set of requirements can only be seen as <u>a first in a series of interpretations</u> of the end-users' and clients' needs.

The definition process as a whole can be followed stepwise:

- Define individual list of needs and wishes.

- Discuss it in the CSO group.

- Define CSO group list of needs and wishes. If possible prioritize!

- Let professionals define generic (laws and regulations related) requirements based on the CSO group list of needs and wishes. And let them indicate the inconsistencies and impossibilities in the initial CSO list of needs and wishes.

- Define new CSO group list of needs and wishes. If needed reflect first individually on the 'incompatibilities' between generic and dynamic requirements. Pay special attention to priorities!

- Define deadlines, in relation to the chosen "Guidelines for Participatory and Concurrent design" modules (see link below). When does the CSO group wants to be in which phase?

- Let professionals define initial solution direction possibilities, AND impossibilities, in relation to the new CSO list of needs and wishes.

- Define CSO group performance requirements based on possible set of solutions.

- Let professionals further refine their offerings. Both as separate solutions, and as a coherent whole.

- Repeat within available time between deadlines the last two above described steps as often as possible in order to come to a desirable match between demand and supply.

- Make decisions based on deadlines and in relation to the chosen general Guideline modules (see below).

Use the above describes sequence of steps in relation to the phases and modules in the Guidelines

> [HERE GUIDELINES (WP1) link, including the description how to use them; assuming that Guidelines will be incorporated into the platform!]

REMEMBER: End-user requirements are defined and developed through participatory design (PD) – concurrent design (CD) interplay. It is therefore important to have at least one iteration cycle between two deadlines. A professional facilitator can be used as an additional catalyst, but it cannot fully replace the role of the CSO group itself!