Design Thinking Phase 1 – Understand

**What?**
- ...is the problem?
- ...would we like to know?
- ...are assumptions that need to be questioned?

**Who?**
- ...is involved? ...is affected?
- ...decides?

**Why?**
- ...is the problem important?
- ...does it occur?
- ...has it not yet been solved?

**Where?**
- ...is the problem taking place?
- ...has it been solved before?
- ...have been similar situations?

**When?**
- ...has the problem started?
- ...do you want to see results?

**How?**
- ...are the cause-effect relationships?
- ...could this problem represent an opportunity?
- ...has it already been tried to be solved?