



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?*