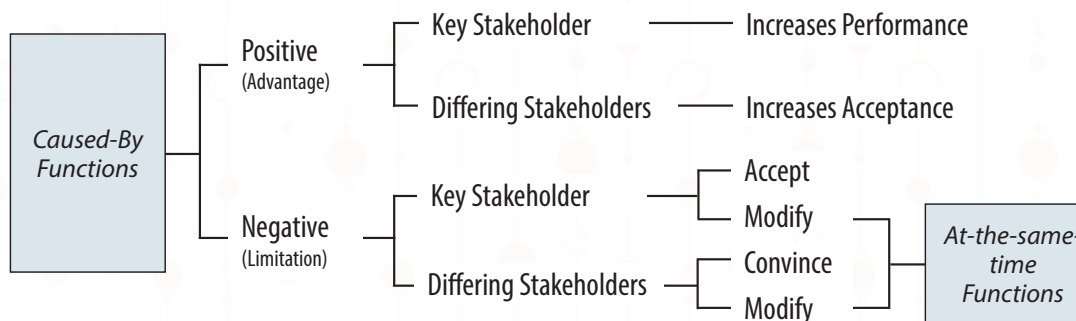




Customer Function Model & Strategic FAST Approach

Function Analysis is introduced in two half day sessions. The first portion of this workshop will present the Customer Function Model. It will offer unique opportunities within the Value Methodology to understand needs and desires and present them in a Customer Function Model.

The latter portion of this workshop (after the Customer Function Model) will present the FAST approach by including the customer perspective to FAST diagramming. It will demonstrate the importance of function placement within a FAST diagram and its cause and effect. Learn to convert Caused-by functions to At-the-same-time functions.



The workshop begins with an introduction to defining functions. Actions and functions will be discussed with common examples. An exercise will help to understand the role of actions in defining functions and how to convert actions into functions. The classification of functions in a FAST, based on the customer perspective is introduced. Various examples will demonstrate the importance of classifications (objective, all-the-time functions, caused-by functions, etc...) and how classification leads to creativity.

If you wonder what to do with the FAST after it is developed, join this workshop to explore the concept and its application throughout the Job Plan.

The Presenters

Muthiah Kasi, PE, SE, CVS (Life), FSAVE
Stephen Kirk, Ph.D., FAIA, FSAVE, CVS, LEED AP



Plan Early
& Enjoy a
Strategic Approach
to Projects Book



Those who register before **June 4, 2018** will be guaranteed the text book "Strategic Approach to Projects - An Application of Function Analysis" by Muthiah Kasi.