MODULE 1

The Warehouse Ecosystem & Customer Discovery

Conveyor Solutions Engineering | Professional Training Program

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SECTION 1: INTRODUCTION

Every conveyor system ever built started with a conversation. Before a single roller was specified, a motor was sized, or a layout was drawn, someone sat across from a customer and tried to understand what was happening in their operation and what needed to change. That conversation, done well, makes everything that follows possible. Done poorly, it sends the engineer down a path that wastes weeks and delivers the wrong solution.

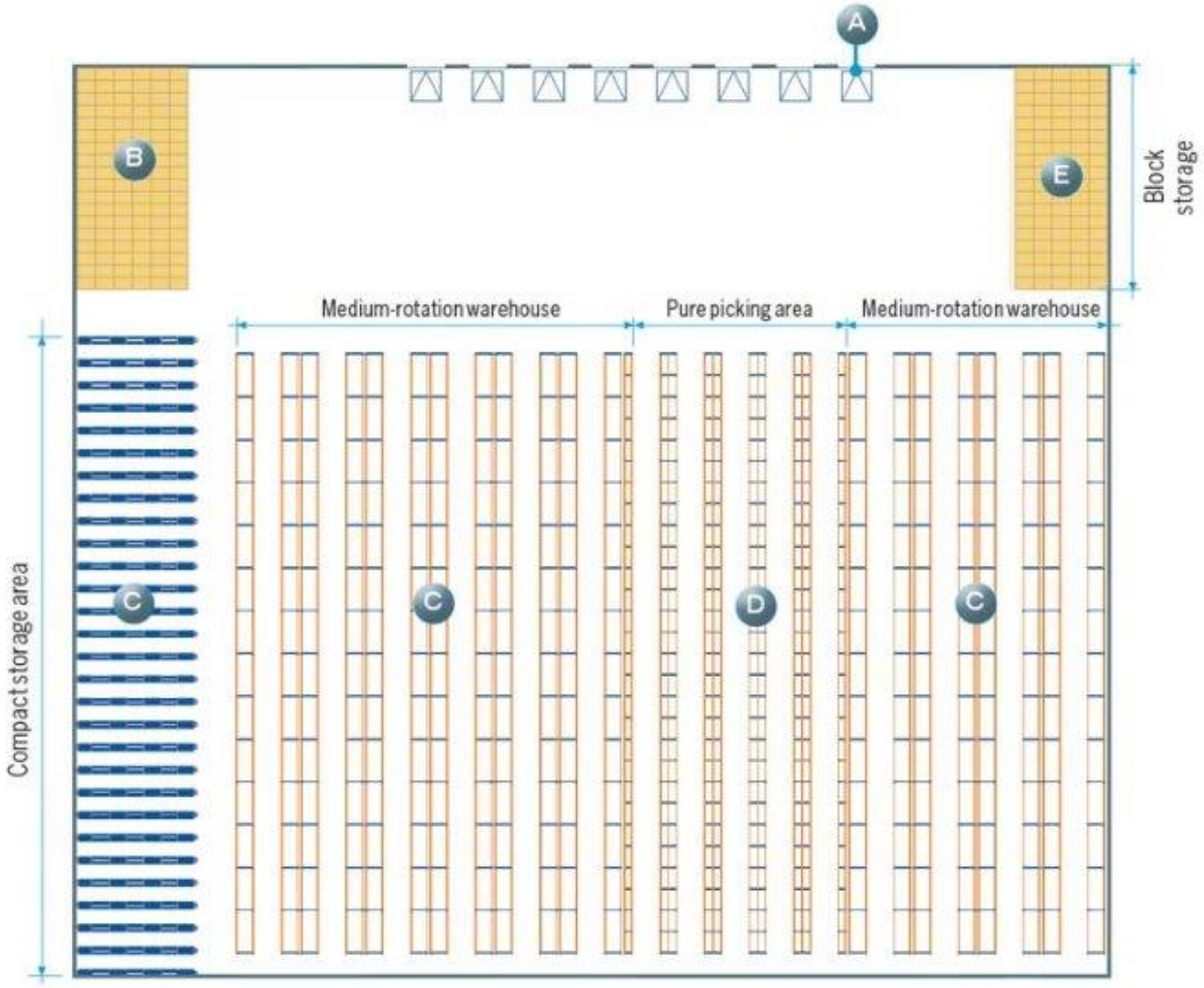
This module is about that conversation. It is about understanding the warehouse as an ecosystem, reading what a customer operation is actually doing, asking the right questions, and translating what you see and hear into engineering requirements that will drive every decision downstream.

A warehouse is not a passive building full of shelves. The Mecalux Technical Warehouse Manual defines it as a facility that, along with storage and handling equipment and human and management resources, manages the differences between the flow of goods entering and leaving. That definition matters to a solutions engineer because it frames the warehouse as a system in motion. Products arrive, move through different processes, and depart. Every step of that journey is a potential place where the right automation either adds value or creates problems. Your job in the discovery phase is to understand that journey before you recommend anything.

The following areas must be perfectly defined when designing a layout:

A. Loading and unloading areas
B. Reception area
C. Storage area
D. Picking area
E. Dispatch area

An example of a layout that includes all of these areas is shown below:



Warehouse area layout showing zones A through E: Loading/Unloading, Reception, Storage, Picking, and Dispatch. Source: Mecalux Technical Warehouse Manual

This module does not cover conveyor technology. That comes in Modules 3 and 4. What it covers is the foundation everything else is built on: the customer, the operation, and the problem you are being asked to solve. An engineer who skips or rushes this phase will always be retrofitting their design to reality later. That is expensive and it damages trust.

By the end of this module you will be able to walk into any customer facility, understand what is happening, ask the right questions, identify the right systems to interface with, and produce a written statement of requirements that can drive a complete system design.

SECTION 2: LEARNING OBJECTIVES

By the end of this module you will be able to:

1	Describe the structure and function of a warehouse ecosystem, including the primary operational areas, material flow types, and the role of WMS and ERP in managing operations.
2	Conduct a structured customer discovery conversation that surfaces the current state, desired future state, throughput requirements, product mix, personnel headcount, existing systems, and automation appetite.
3	Identify and assess existing automation in a customer facility, including what is working, what is not, and why, and translate those findings into requirements that affect your proposed solution.
4	Assess a customer's appetite for automation and scope a proposed solution that matches what the customer actually needs and is ready to invest in.
5	Produce a written statement of requirements from a discovery meeting that is complete enough to drive every downstream engineering and design decision.

SECTION 3: PREREQUISITES

Required Prior Knowledge

This is Module 1. No prior modules are required.

Basic AutoCAD proficiency is assumed. The program teaches AutoCAD as it applies to conveyor system layout. Students with no CAD experience should complete a basic AutoCAD course before enrolling.

General mechanical or technical aptitude is assumed. No prior conveyor or warehouse experience is required.

Familiarity with how businesses operate - receiving goods, storing them, filling orders, and shipping them

is a helpful context but not a prerequisite.

SECTION 4: THE THREE W'S

The Three W's are applied to each concept in this module. The customer discovery process is itself a skill, and like any skill, it must be understood in terms of why it matters, when to apply it, and where it fits in the bigger workflow.

The Customer Discovery Process

WHY	Every downstream engineering decision depends on understanding the customer's current operation and future goals. Without a thorough discovery, you are designing in a vacuum. The discovery process translates operational reality into engineering requirements. It is the only way to produce a solution the customer will actually buy and that will actually work.
WHEN	Customer discovery happens at the beginning of every engagement, before any technology is selected or any layout is drawn. It also happens when an existing system is being expanded or modified. There is no project type where discovery can be skipped.
WHERE	Discovery precedes everything. It feeds Module 2 product analysis, Module 5 system design, Module 6 rate calculations, and Module 11 scoping and quoting. It is the first step in the workflow and the one most engineers rush.

Understanding the Warehouse Ecosystem

WHY	A warehouse has distinct functional areas: receiving, quality control, storage, order preparation, consolidation, and dispatch. Understanding how each area functions and how they connect allows a solutions engineer to identify where automation adds value and where it introduces complexity the customer is not ready for.
WHEN	Every time you walk into a customer facility. A solutions engineer who can look at a warehouse layout and quickly understand the flow of material, the role of each area, and where the operational pain is concentrated is far more effective than one who only sees individual conveyor runs.
WHERE	This knowledge belongs in the discovery phase and informs every module that follows. The warehouse ecosystem is the context. Every conveyor, every sorter, every accumulation zone you specify exists within this context.

Reading Existing Automation

WHY	Existing automation tells you more about a customer's operation than almost anything else. If they have it and love it, you are adding to what works. If they have it and struggle with it, you need to understand exactly what went wrong before you propose anything new.
WHEN	Any time a customer has automation already in place. The first questions are always: is it being used, is it maintained, and does everyone who should use it actually use it. Those three questions tell you the truth about that system faster than any spec sheet.
WHERE	This assessment happens during the facility walk. It informs the interfaces section of your requirements document and directly shapes the technology recommendations you make in Modules 4 and 7.

SECTION 5: CORE CONTENT

5.1 The Warehouse as a System

Before you can discover what a customer needs, you need to understand what a warehouse actually is and how it works. The Mecalux Technical Warehouse Manual frames a warehouse as the element within a company that manages the differences between incoming and outgoing goods. In practice, a warehouse is always absorbing supply and releasing products on a schedule that rarely lines up perfectly. The gap between those two flows is what the warehouse manages, and the efficiency of that management is what determines operational cost.

Every warehouse, regardless of size or industry, performs the same core tasks: receipt and verification of goods, internal transport between areas, storage and safe-keeping, order preparation, consolidation of loads, and dispatch. A solutions engineer must be able to look at any warehouse and identify where each of these tasks happens, how they connect, and where the friction is.

Material Flow Types

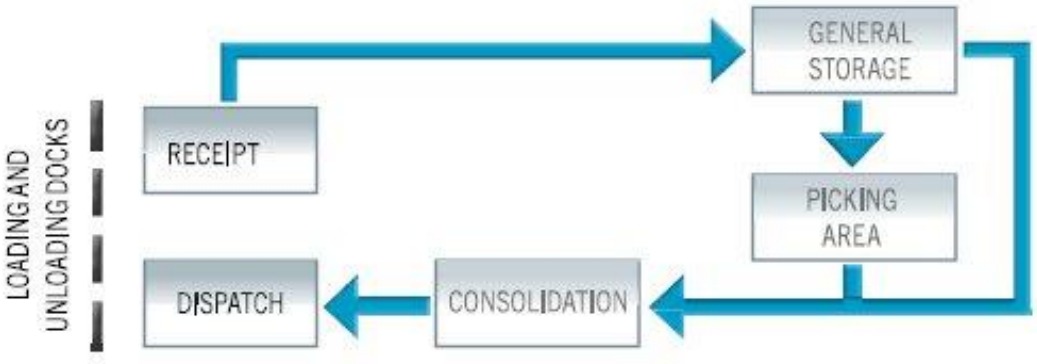
Flow is how material moves through the warehouse. The Mecalux Manual classifies flows from simple to complex. Understanding that spectrum is essential for a solutions engineer because it drives every technology decision that follows.

Simple flow. To understand how these movements work we can examine the simplest possible flow, which takes place when units sent by the supplier are used, without dividing these up.

Simple Flow: Goods received, stored, and dispatched in the same unit load format. Source: Mecalux Technical Warehouse Manual

Simple flow is the most direct path: goods arrive, are stored, and depart in the same unit load format they arrived in. No picking, no repackaging, no splitting. This is a pallet-in, pallet-out operation.

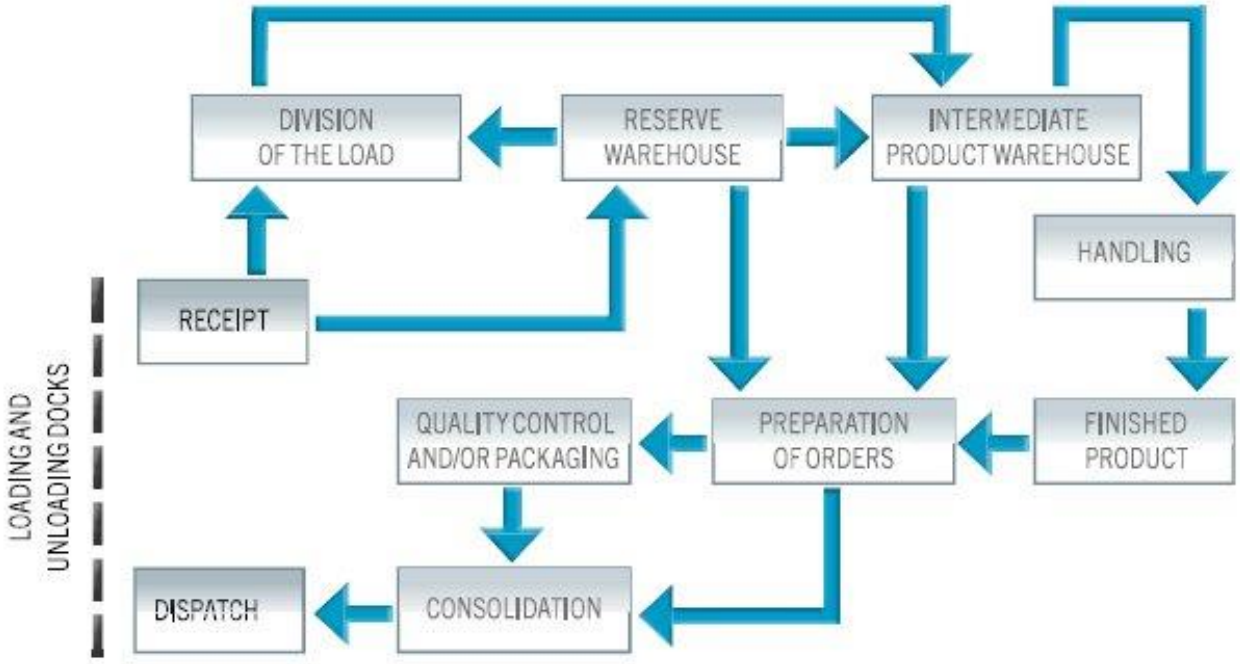
Medium flow. Movements start to become more complex with this type of flow. It is normally found in warehouses with single or combined picking operations, generally with the supply of full pallets.



Medium Flow: Introduces picking operations, connecting storage to picking area and consolidation to dispatch. Source: Mecalux Technical Warehouse Manual

Medium flow introduces picking. Product arrives on pallets, is broken down, and individual cases or units are assembled into orders. This is where conveyors first start earning their keep, connecting the storage area to the picking area and the picking area to the dispatch dock.

Complex flow. There are warehouses with different working areas, depending on the types of product and their consumption. They normally have intermediate handling areas and can require various operations that in turn need flows of a certain (and at times great) complexity. This diagram shows an example of this type of facility and the loading movements that occur there.



Complex Flow: Multiple working areas, intermediate handling, quality control, and preparation of orders all interconnected. Source: Mecalux Technical Warehouse Manual

Complex flow adds multiple working areas, multiple product types with different handling requirements, and multiple automation systems that must work together. The Mecalux Manual notes that in facilities of this complexity, a suitable warehouse management system is vital to control the entire operation. As a solutions engineer, you need to recognize which flow type a customer has before you can make any recommendation. A simple flow operation does not need a sorter. Misreading the flow type is one of the fastest ways to over-engineer or under-engineer a solution.

5.2 ABC Rotation and What It Tells You

One of the most useful frameworks from the Mecalux Manual is the ABC rotation classification. Products stored in a warehouse are classified by how frequently they move.

ABC Rotation Classification

A Products: High rotation. These move constantly. They belong at the most accessible locations, closest to dispatch. High-rotation items often need the most conveyor throughput capacity.

B Products: Medium rotation. These move regularly but not constantly. They require reliable access without the same urgency as A items.

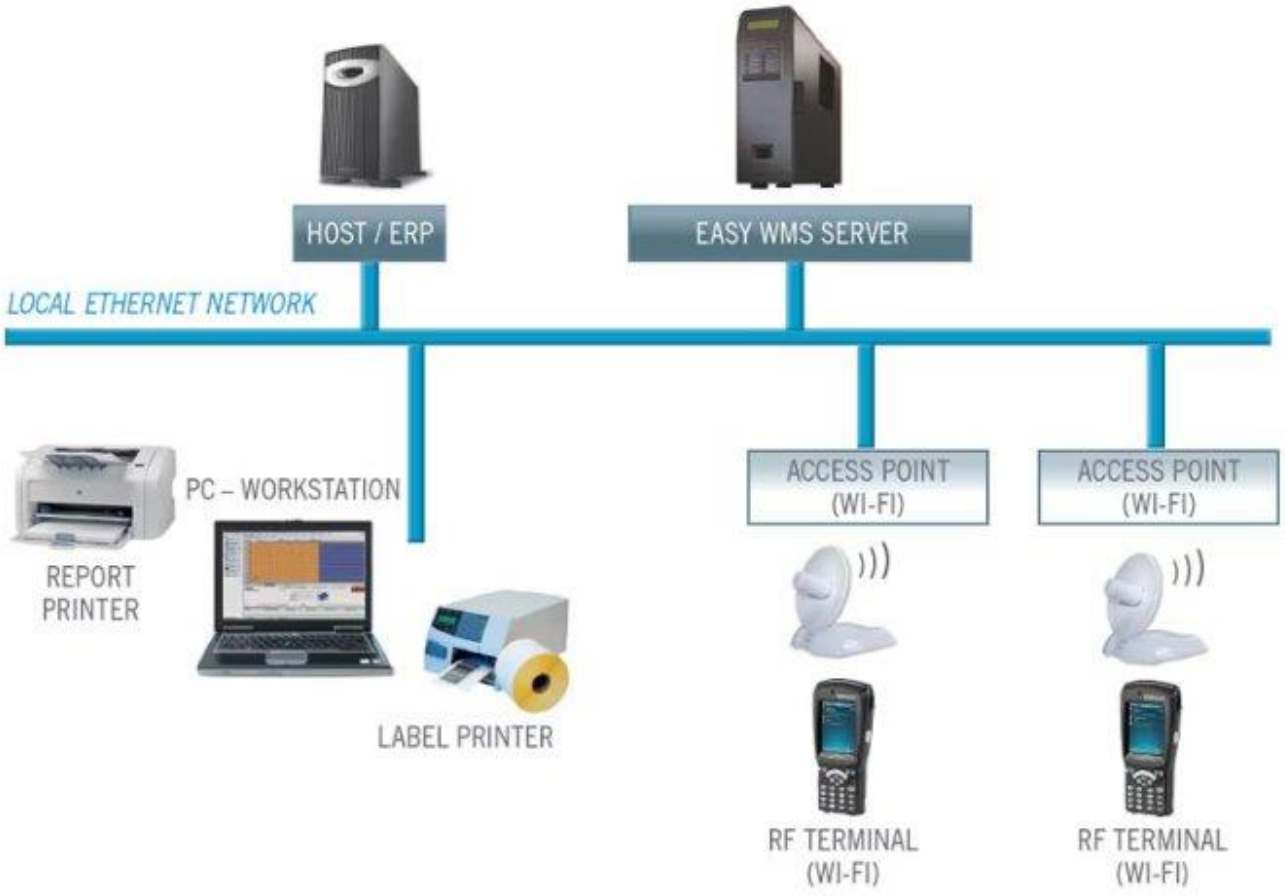
C Products: Low rotation. These move infrequently. They can be stored in less accessible locations. Low-rotation items are often the last to be automated.

Why does this matter in a discovery conversation? Because the mix of A, B, and C products in a customer's operation tells you a great deal about what kind of automation will deliver real return on investment. A customer whose top 20 SKUs represent 80 percent of their daily picks is a strong candidate for high-speed sortation on those fast movers. Ask about rotation early and it will shape everything else.

5.3 The Role of WMS and ERP

Most professional warehouse operations run a Warehouse Management System. The WMS controls the physical flow of product inside the facility: where goods are stored, how picking routes are assigned, how orders are batched and released, and how dispatch is sequenced. As a solutions engineer, you need to know whether a WMS exists and how it communicates with the physical systems in the facility.

Every sorter, every print and apply system, and every scan tunnel in your design will likely need to interface with the WMS or ERP in some form. These details may seem small, but it is a system requirement, and it needs to surface in the discovery phase, not in the engineering phase. Although this may not directly impact the Mechanical Hardware choices directly, it indirectly does. For example, if we can get data from an upper lever system like a Home grown ERP system for example, then there is a good chance we can access the order data for a fully automated sorter…



WMS/ERP Architecture: The HOST/ERP connects to the Easy WMS Server, which manages workstations, label printers, and RF terminals via the local network and Wi-Fi access points. Source: Mecalux Technical Warehouse Manual

Ask whether the customer is using an ERP system and what WMS they have. Ask who manages the WMS. Ask how the WMS currently communicates with any physical automation in the building. These questions take two minutes in the discovery meeting and can save two weeks of re-engineering later.

5.4 The Facility Walk: What to Look For

When Michael Collins walks into a customer facility for the first time, the first thing he looks at is manual processes and how many people are required to complete each task. Before he asks a single question, he is reading the operation. He notes where people are clustered, where product is sitting idle, where the floor is worn from heavy traffic, and where the operation looks strained.

FIELD INSIGHT | MICHAEL COLLINS

The first thing I look at is manual processes. How many people does it take to get that task done? That tells you immediately where the labor cost is concentrated and where automation has the clearest case.

I talk to full-time employees whenever I can, because they live the current process every day. They know exactly where it breaks down. Managers will tell you the designed process. Employees will tell you what actually happens on the floor, and how to best help them.

I also look to see what automation already exists and I ask about it right away. Is it maintained? Does everyone use it? Is there a part of the system that people route around because it is unreliable? Those are the questions that tell you the truth about an existing system.

Beyond the initial read, a structured facility walk covers several key areas. You are building a picture of the operation from the dock door to dock door and everything in between. The specific technologies you may encounter - conveyors, sorters, robotics, automated storage, and more are covered in detail in later modules.

At this stage your job is not to identify the equipment. It is to understand the flow, the people, and the pain.

If you are the right person, in the right position, the following will hold true.

The screen time you spend with your music blasting in your ears, locked into whatever CAD environment you work in, will probably be the best part of your day. But the discovery process is a close second. Building a relationship with the customer is dope, because that relationship is what lets you actually understand the problem you are trying to solve.

And that is really the end goal of the whole thing.

One specific quality defines Michael Collins' approach. He loves finding elegant, simple solutions to a complex problem.

Not the most sophisticated solution. The minimum necessary solution that solves the real problem cleanly.

That is the standard!

The goal is not to design the most complex system. The goal is to actually solve the customer's problem, correctly.

Facility Walk Checklist

Receiving area: How do goods arrive? Pallets, loose cartons, mixed loads? How are they checked and staged? How long do they sit before moving to storage?

Storage: What storage systems are in place? Conventional racking, drive-in, carton flow, automated storage? How is product located and retrieved?

Order preparation / picking: Is this man-to-goods or goods-to-man? How are picks communicated to operators? Paper, RF terminal, voice, pick-to-light?

Conveyors and handling equipment: What equipment is already in place? Is it being used, maintained, and relied upon by the operators?

Existing automation: What automated systems are present? Sorters, accumulation conveyors, print and apply, scan tunnels, AS/RS? Ask operators directly what they think of it.

Dispatch: How are orders consolidated and staged for shipping? What connects the picking area to the dock?

Building constraints: Column spacing, ceiling height, dock door locations, floor flatness and load ratings, utility locations. These are system design inputs, not background details.

5.5 Reading Existing Automation

When a customer already has automation in place, how you read that system is one of the most important skills in the discovery process. Existing automation tells you three things immediately: what the customer has already committed to, what they believe in, and what has either worked or failed in practice.

Start by observing. Is the equipment running? Is it being used by operators or worked around? Is it maintained and clean, or covered in dust with a hand-written out-of-order sign? The physical state of equipment tells you more than any interview can. The Total Guide to Warehouse Automation makes the point clearly: more than 80 percent of warehouses are still using the same manual processes they started with. When you find automation that has been abandoned, you are looking at a customer who tried and was let down. What seems to some to be a lost cause. It is your most important conversation.

QUESTIONS TO ASK ABOUT EXISTING AUTOMATION

What does the system do well? What parts of it do operators rely on and trust?

What does it not do well? Where does it slow you down or require manual intervention?

Has it ever been down for an extended period? How did you handle operations during that time?

Is it integrated with your WMS or ERP? How well does that integration work?

If you could change one thing about it, what would it be?

If you were starting fresh today, would you install the same system?

That last question is one of the most powerful in the discovery toolkit. The answer tells you directly whether you are building on a foundation the customer trusts or working to replace something that left them with scars.

I'm not sure we will get into the social psychology of a customer but, as we go through this, you will see a critical detail unfold. We are designing for and solving problems faced by HUMANS.

People buy from, and trust, People

5.6 Running the Discovery Conversation

There is a skill to the discovery conversation that goes beyond knowing which questions to ask. New engineers often hold back from asking certain questions because they are afraid of looking uninformed in front of the customer. That is one of the most common and most costly mistakes in this industry. A customer would rather answer a hundred questions from an engineer who genuinely wants to understand their operation than receive a proposal based on assumptions.

HOW TO SHOW UP IN A DISCOVERY MEETING

Be prepared. Know the industry, know the general flow type their operation likely uses, know what questions you need answered before you can design anything. Arrive with a structured discovery framework, not a blank notebook.

Be curious. The best discovery conversations feel like a conversation, not an interrogation. Ask a question, listen fully, ask a follow-up. Customers will tell you everything you need to know if you give them room to talk.

Be honest about what you do not know. If a customer uses a WMS you are not familiar with, say so and ask them to walk you through how it works. That honesty builds credibility. Pretending you know something you do not destroys it.

Read the room on automation appetite. A customer who talks about their people and budget before they mention technology is telling you they want a measured solution. A customer who leads with we want to automate everything is telling you something different. Both need to be heard.

Do not solve automation problems in the discovery meeting. Your job in that room is to understand, not to pitch. Engineers who start sketching solutions before they have finished asking questions routinely design the wrong thing.

5.7 The Six Discovery Categories

A complete customer discovery covers six categories of information, drawn from the Mecalux Technical Warehouse Manual's framework for what information is required to plan a warehouse, adapted for the solutions engineer's perspective.

Category 1: Product

What are you moving? What are the dimensions and weights of your unit loads?

How many SKUs do you carry? What is the rotation profile (A, B, C)?

Are there any special handling requirements? Temperature sensitivity, fragility, hazmat?

What is the smallest package and what is the largest? Both matter for conveyor design.

Pro Tip: A full list of MTBH (Material to be Handled) is always better than Min Max.

Category 2: Flow and Throughput

How many orders or units do you ship per day, per hour, at peak?

What does the peak look like? Is it seasonal, daily, or event-driven?

How do goods enter the facility? Pallets, loose cartons, mixed?

How do orders leave? Full pallets, split cases, parcel, LTL, truckload?

What Carriers do they use for each type of shipment above?

Category 3: People and Operations

How many people work in this area of the operation?

What shifts do you run? How does headcount vary across shifts? How long are the shifts?

What manual processes require the most labor? Where are people working hardest?

Is there a plan to grow the team, hold steady, or reduce headcount through automation?

Category 4: Existing Systems and Equipment

What conveyor, sortation, or automation systems are already in place?

What WMS and ERP systems are you running?

What works well? What does not work well? What do operators avoid or work around?

What interfaces will a new system need to connect to?

Category 5: Space and Building

What are the building dimensions? Column spacing? Clear height?

Where are the dock doors? How many inbound and outbound doors?

Are there any constraints: mezzanines, floor drains, sprinkler drops, utility runs?

Is there space allocated for expansion, or is this a build-to-fit operation?

Category 6: Business Goals and Investment Appetite

What is the primary driver for this project? Labor reduction, throughput increase, accuracy improvement, capacity expansion?

What is the timeline? Is there a hard go-live date driven by a lease, a contract, or a business event?

Has the customer invested in automation before? What is their comfort level with technology?

What does success look like to them in year one? In year three?

5.8 The Requirements Document

Every discovery meeting should end with one deliverable: a written statement of requirements. This is not a proposal. It is a summary of what you learned and what engineering must achieve. A strong requirements document covers the current state, the desired future state, the throughput numbers, the product mix, the building constraints, the existing systems and their interfaces, and the business objectives driving the project.

The requirements document is what you share with the customer to confirm you understood them correctly before you design anything. It is also what protects you if the scope changes later. A customer who approves a requirements document has agreed to a shared understanding of the problem.

Requirements Document Structure

Project Overview: Customer name, site location, project driver, primary contact.

Current State: How the operation works today. Manual processes, existing equipment, headcount, throughput, pain points.

Future State: What the customer wants to achieve. Throughput targets, labor goals, accuracy requirements, system capabilities.

Product Profile: Unit load dimensions, weights, SKU count, rotation mix, special handling requirements.

Throughput Requirements: Orders per hour, units per hour, peak conditions, seasonality.

Building Constraints: Dimensions, clear height, column spacing, dock door count and location, floor limitations.

System Interfaces: WMS name and version, ERP system, any existing automation the new system must communicate with.

Existing Automation Assessment: What is in place, what works, what does not, what the customer thinks of it.

Business Objectives: Primary driver, timeline, budget range if shared, definition of success.

Open Questions: Anything that still needs to be confirmed before engineering can begin.

SECTION 6: TIPS AND TRICKS

TIPS AND TRICKS | MICHAEL COLLINS

Talk to the people who actually do the work, not just the managers. Managers will describe the intended process. The people on the floor will tell you what the process actually looks like.

Look at the floor before you look at the equipment. Worn spots, tire marks, and tape lines tell you how the space is actually being used.

When you see automation that is clearly not being used, ask about it directly. The story behind an abandoned conveyor or a powered-off sorter is always worth understanding.

Ask about the worst day of the year first. What does peak look like? How do you get through it? The answers reveal the real capacity requirements faster than any average throughput figure.

Never leave a discovery meeting without knowing the WMS and ERP names. Even if you do not get into the details that day, knowing the systems tells you what integration complexity you are likely to face.

Before you propose anything, ask: if you could change one thing about how this operation works today, what would it be? That question consistently surfaces the real priority.

Match your solution to their appetite. A customer who runs a simple operation with a small team needs a practical, maintainable solution, not the most automated system you know how to design.

SECTION 7: NOTES AND INSIGHTS

NOTES AND INSIGHTS

The Mecalux Technical Warehouse Manual makes an important observation: the ideal solution is that which, taking all factors into account, is best suited to the customer and has been created jointly with that customer. The customer has information that is difficult to transmit, while the engineer understands the technical options. Neither one can produce the right answer alone.

The Total Guide to Warehouse Automation notes that more than 80 percent of warehouses are not automated because they are still using the same manual processes they started with. That statistic frames every discovery conversation. You are not walking into a facility that has never considered automation. You are walking into one that has reasons, real or perceived, for not having moved yet. Finding those reasons is part of the discovery.

Picking operations can account for more than 60 percent of total warehouse operating costs in a poorly planned facility. When a customer is struggling with labor costs in their pick operation, they are dealing with the most expensive activity in their building.

A customer who says they want to automate everything is not necessarily a customer who is ready for full automation. Automation appetite must be assessed against operational complexity, investment capacity, and organizational readiness.

WMS integration is not a module 9 problem. It is a module 1 question. The decision about what WMS the customer is running affects technology selection, system architecture, and project complexity. Surface it in discovery.

Every warehouse has a personality. A clean, well-maintained facility with trained operators tells you the customer will maintain what you design for them. A chaotic facility tells you the solution needs to be simpler and more maintainable than whatever they have now.

SECTION 8: EXPERT CALLOUT

EXPERT CALLOUT

Placeholder for expert insight on customer discovery and the relationship between discovery quality and project outcomes. Reviewer to share their most valuable field-learned lesson about what happens when discovery is rushed or incomplete.

[Reviewer Name, Title, Company]

SECTION 9: PITFALLS

!	Designing to the stated goal instead of the actual problem. A customer who says they want more throughput may actually have an accuracy problem. Ask enough questions to understand the root cause before you accept the stated objective at face value.
!	Failing to ask what the customer thinks of their existing automation. Walking into a facility that already has a system and not asking about the customer's experience with it is a missed opportunity at best and a credibility killer at worst.
!	Holding back questions because you are afraid to look uninformed. New engineers do this constantly. They leave discovery meetings without critical information because they were embarrassed to ask. The customer will never respect you less for asking a thoughtful question.
!	Misjudging the customer's appetite for automation. Designing a fully automated solution for a customer who needs a few straight conveyor lines is a reliable way to scare someone away from automation entirely. Read the room.
!	Not identifying existing interfaces early enough. WMS integrations, ERP connections, and existing automation interfaces discovered in the engineering phase instead of the discovery phase create expensive redesigns and project delays. Every interface must be surfaced in discovery.

SECTION 10: FOREST THROUGH THE TREES

How This Module Connects to Everything That Follows

Module 1 is the only module in this program that does not involve a calculator, a conveyor spec, or a system drawing. That is intentional. It is here because nothing that follows is reliable without it.

The product information you capture in discovery feeds Module 2, where you will run the Package Calcs calculator to determine exact dimensions, weights, and handling requirements. The throughput numbers you gather feed Module 6, where you will calculate rates, speeds, and capacity. The existing system interfaces you identify in discovery feed Module 9, where you will design the controls and WMS integration architecture. The customer's automation appetite feeds Module 11, where you will scope, price, and present the solution.

Every module in this program builds on the discovery foundation you lay in Module 1. A weak discovery produces weak inputs to every calculation, every selection, and every drawing that follows. A thorough discovery makes the rest of the engineering feel almost obvious, because you already understand the problem you are solving.

A solutions engineer who has internalized the content of this module walks into every facility with a structured lens. They see a system, not a building. They see flows, not floors. They see the problem, not just the equipment. That is the difference this module makes, and it compounds across every project you work on for the rest of your career.

SECTION 11: KEY TAKEAWAYS

KEY TAKEAWAYS | MODULE 1

A warehouse is a system in motion. Understand the flow before you recommend any technology. Receipt, storage, picking, consolidation, and dispatch are the five stages every solution must work within.

The discovery conversation is the most important engineering activity in any project. A weak discovery produces weak requirements, weak designs, and weak proposals. Invest in it every time.

Talk to the people who do the work. Managers describe the intended process. Operators describe the actual one. You need both.

Existing automation tells the story of the customer's relationship with technology. Ask what works, what does not, and what they would do differently.

Never match complexity to capability you think the customer should have. Match it to the appetite and readiness they actually demonstrate.

The requirements document is the shared understanding that makes a project succeed. Write it, share it, and get confirmation before you design anything.

Every interface - WMS, ERP, existing automation - must be identified in discovery. Interfaces discovered late cost time, money, and trust.

SECTION 12: MODULE ASSESSMENT

Knowledge Check

Q1
What are the five core tasks performed in every warehouse, regardless of size or industry? Why does a solutions engineer need to understand all five before recommending any technology?

Q2
What are the three ABC rotation classifications and what does each tell a solutions engineer about technology selection and system design?

Q3
At a high lever what is a WMS and an ERP? Why must both be identified during the customer discovery phase rather than the engineering phase?

Scenario Question

Q1
You are visiting a distribution center for a regional food service company. The facility ships approximately 800 orders per day at peak. They currently run manual picking with 22 full-time employees on the day shift. When you arrive, you notice a belt conveyor system along one wall that appears to be powered off. Operators are using pallet jacks to move totes to the dock instead. The floor manager tells you the conveyor has been off for six months and that the team prefers working without it. You are there to propose a new order fulfillment system. How do you approach the discovery conversation? What are the first five questions you ask and why? What does the powered-off conveyor tell you before you ask a single question, and how does it shape your approach to this engagement?

Forest Reflection

Q1
You have just completed a thorough discovery for a new customer. You now have a complete requirements document covering all six discovery categories. List three specific pieces of information from that document and explain exactly which downstream module each one feeds and what engineering decision it enables. Be specific about the connection between the discovery finding and the downstream decision.

END OF MODULE 1

Next: Module 2 | Product and Package Analysis

Before continuing, make sure you can answer all assessment questions above without referring back to the module content.

The scenario question is designed to be discussed with your instructor or a peer. There is no single correct answer.

The requirements document format from Section 5.8 will be used as a working tool in Module 12. Keep it accessible.