

Joint Activity

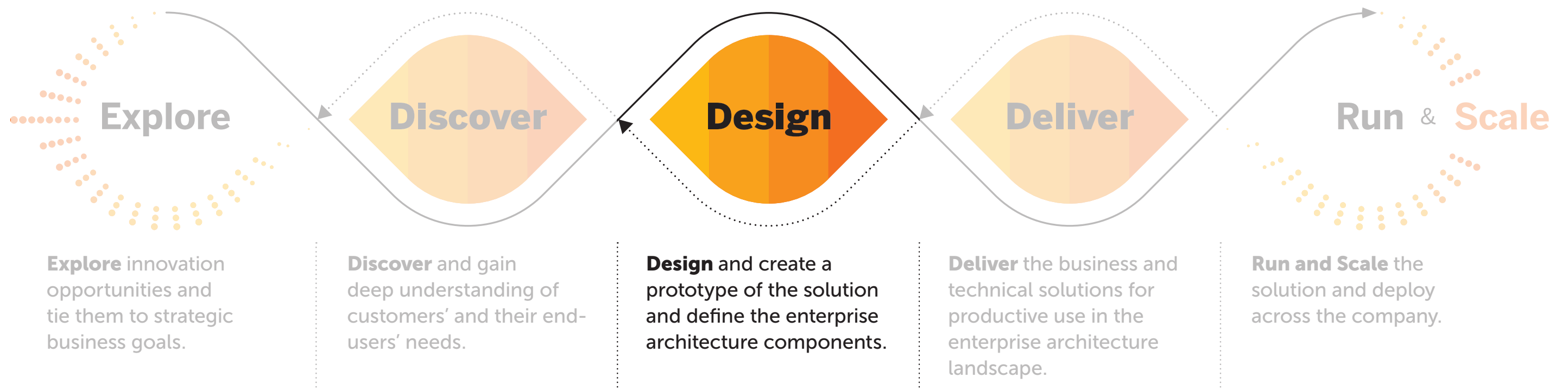
Feedback Grid

Get early feedback from users, stakeholders, experts and have a structured approach to derive learnings and insights.

Why and When to use a Feedback Grid?

We use Feedback Grids throughout the entire Design phase of the SAP Human-Centered Approach to Innovation to capture feedback from users, stakeholders

or experts in a structured way. Feedback grids can be used during or directly after discussions or workshops with stakeholders, user groups or experts.



Lear more about SAP's Human-Centered Approach to Innovation: <https://experience.sap.com/designservices/approach>

How to use a Feedback Grid?



Duration
15 - 30 minutes



Participation
3 - 5 participants



Roles
**Designers, Architects,
Project Stakeholders,
End-Users**



Use input from

- [Prototypes](#)
- [Ideation sessions](#)
- [Idea Napkin](#)

Steps

- 1 Capture** your impressions right after the feedback session.
- 2** As a team, discuss the reactions you received. Take notes on sticky notes. **Sort and cluster** the feedback according to the feedback grid:
 - What was positively received
 - What concerns came up
 - What new ideas did you find
 - What questions came up
- 3 Prioritize** the feedback:
What is the most important to make a success?
Sort your notes and create an overview of which feedback you want to respond to.
- 4 Iterate** your prototype by incorporating valuable feedback into your concept.

Expert Tips

Let the prototype speak, but define what you want to learn in advance.

Do not defend your idea.

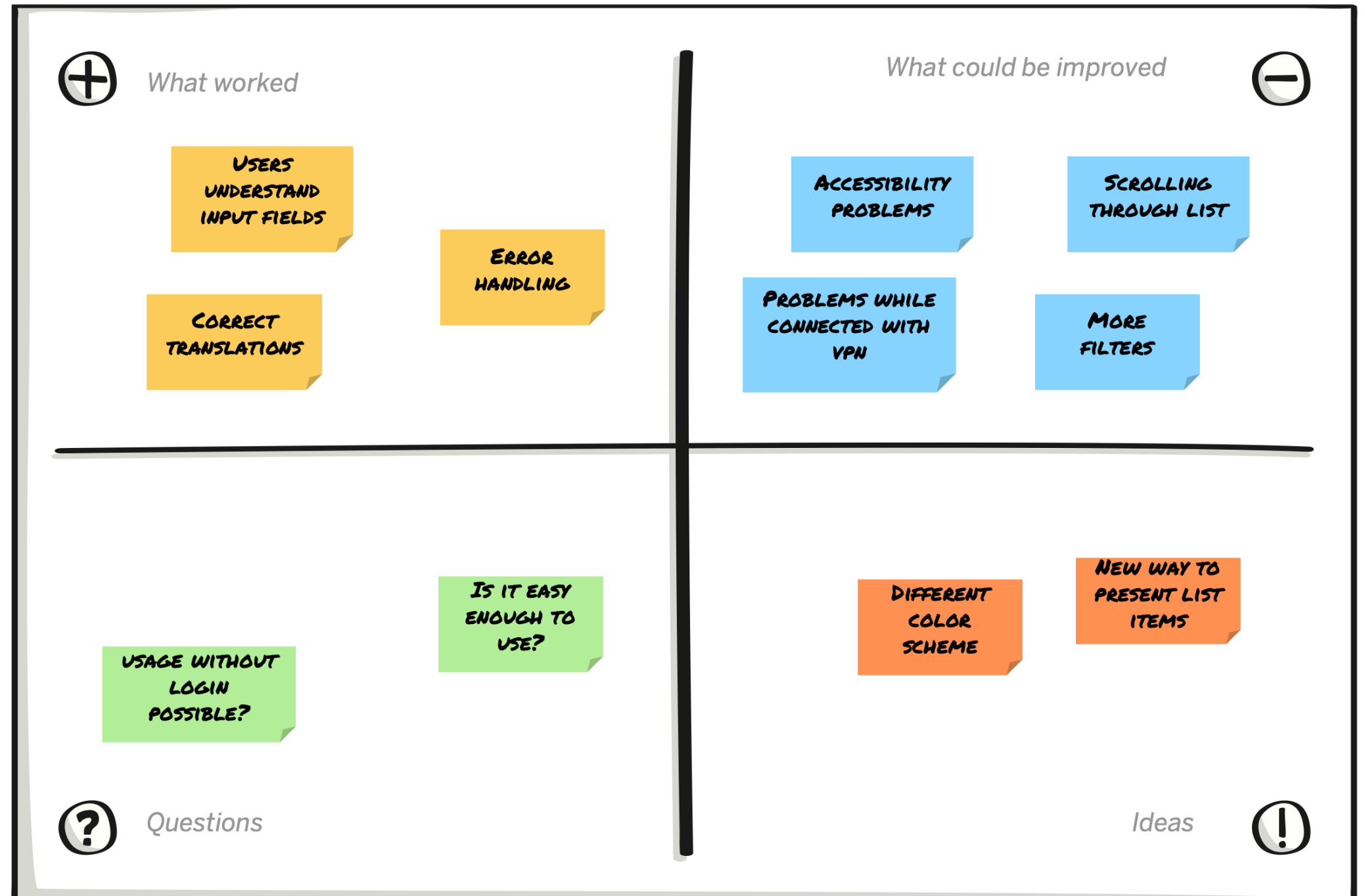
Be open minded.

Do not fall in love with your prototype.

Do not make the prototype too finished and perfect.

Be thankful.

Example Feedback Grid





Print Material

Feedback Grid



What worked



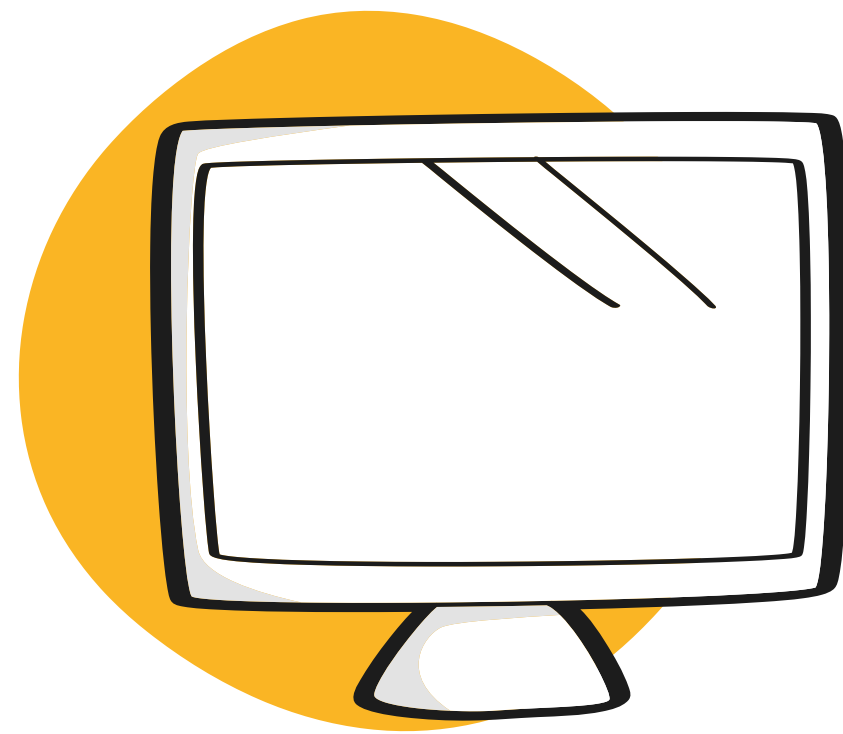
What could be improved



Questions



Ideas



Virtual Collaboration Template

MURAL Template

Feedback Grid

The screenshot shows the MURAL interface for a 'Feedback Grid' template. At the top, there's a navigation bar with a back arrow, the title 'Feedback Grid', and a status 'Facilitator All changes saved'. Below this, the main content area features the title 'Feedback Grid' and the AppHaus logo. A subtitle reads 'Capture the thoughts from the audience about a topic for further improvement.' The first instruction is '1. Provide Feedback About the Given Topic (15 - 20 min)', followed by a sub-instruction: 'Write your feedback points on the corresponding areas of the grid. Once all points are entered, the team asking feedback or the facilitator checks the provided points and asks for clarification if needed.' A large white box contains the placeholder text '[Insert Topic for Feedback]'. Below this is a 2x2 grid. The top-left quadrant is labeled 'What worked?' with a plus sign icon and contains a green square. The top-right quadrant is labeled 'What could be improved?' with a minus sign icon and contains a pink square. The bottom-left quadrant is labeled 'Questions?' with a question mark icon and contains a cyan square. The bottom-right quadrant is labeled 'Ideas' with an exclamation mark icon and contains a yellow square. A vertical toolbar on the left side of the interface contains various drawing and editing tools.

Access the MURAL template: <https://app.mural.co/template/38cf244d-12cb-45cd-9846-f91e67470fee/dd3df64b-2a0f-4732-a0c1-310b67b088d1>