

Errata:

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Quality space of the magazine - A methodological approach to customer requirements as a driver of product development

Page

32 Figure 12, Kano column, second row: Classification of paper properties, identification of the possibilities and needs for development

73 Wrong Figure 19, should be following:

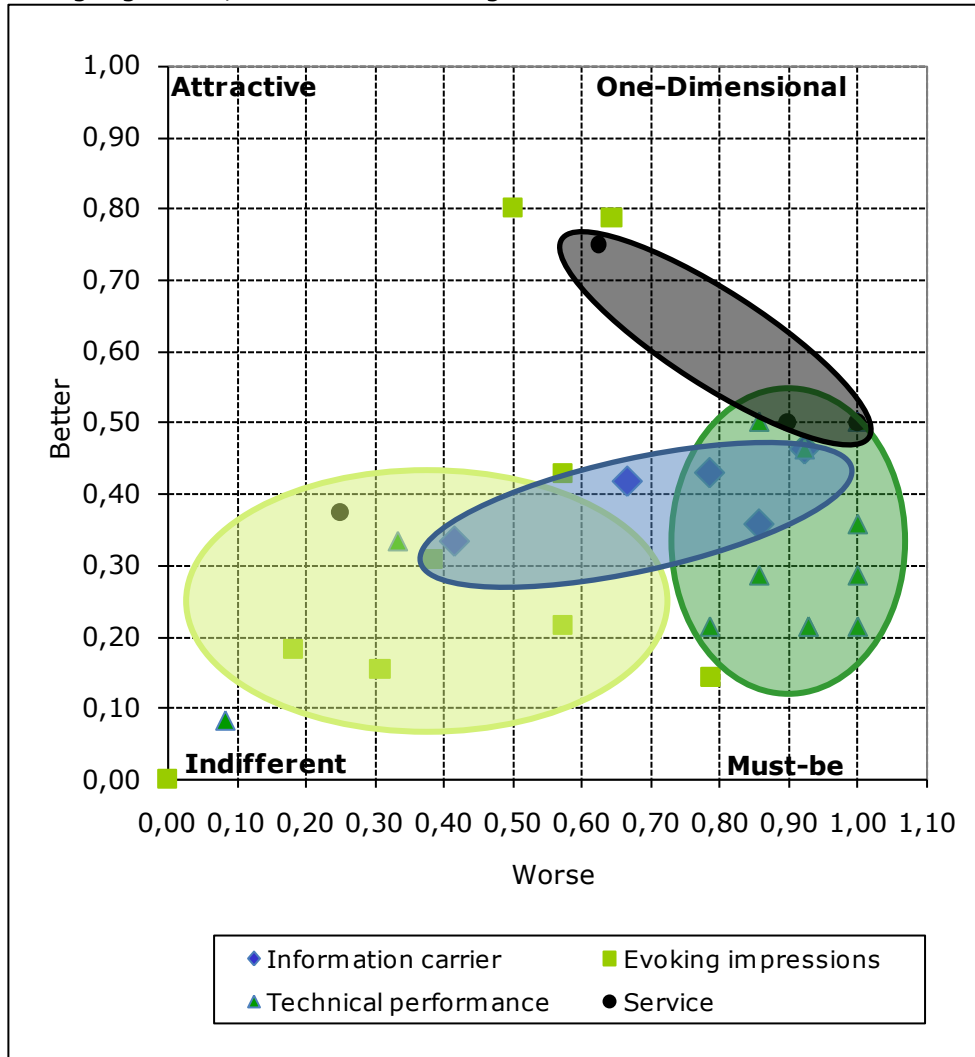


Figure 19. Classification of paper properties from the customer's point of view based on Kano's theory.

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16th row: 4. How would you describe a high quality magazine?