

EGG 102 – Introduction to Engineering Design (Spring 2002)

In Class Exercise #9

Name _____

Identifying the Real Problem

The Johnson & Johnson Case History 3.1 (pp 97-98) is quite revealing. After poisoning of Tylenol capsules took the lives of seven people, the manufacturer redesigned the tamper-resistant packaging to also make it tamper-evident. Their incorrect assumption was that all consumers would be alert to evidence of tampering.

Read this Case History and answer the following questions:

1. What was the incorrect **Initial** Problem Statement:

2. What were the original solutions:

3. What was wrong with the initial problem statement:

4. What was the **Revised** Problem Statement:

5. What was the revised solution?
