

Example: The Hungry Man

A man is hungry. He goes into a restaurant. The waiter says, “What can I get for you?”

The man responds, “Well, I am hungry, so I would like a sandwich.” Needing to satisfy his hunger and thus desiring to obtain food is his **requirement**.

Their dialogue continues:

- Waiter: What type of sandwich?
- Hungry Man: Peanut butter
- Waiter: On white bread or whole wheat?
- Hungry Man: White
- Waiter: Toasted?
- Hungry Man: Not toasted
- Waiter: With jam or jelly?
- Hungry Man: Jam
- Waiter: Grape or strawberry?
- Hungry Man: Strawberry
- Waiter: Whole sandwich or half?
- Hungry Man: Whole

The kitchen follows the specification and gives the sandwich to the waiter. The waiter checks the sandwich to see (**verify**) that it meets the specifications. It does. So, the sandwich is now a **verified** work product.

If the waiter had looked at the sandwich provided by the kitchen and it had grape jam instead of strawberry jam, then the waiter would have sent the sandwich back to the kitchen, since it did not meet the customer’s specifications. The work product would have been **not verified**.

The waiter delivers the verified sandwich to the hungry man, who also checks to see if it meets his specifications. It does, so he **accepts** the product as delivered.

After the hungry man eats the sandwich, the waiter then asks, “Did the sandwich meet your need (**requirement**)?”

The man says, “Yes, thank you. I am no longer hungry.” He has **validated** the restaurant’s work product (the sandwich).

However, he could also say, “No, I am still hungry,” in which case the restaurant’s work product was **verified but not validated**. Perhaps his specifications should have been for two sandwiches instead of one or maybe he should have specified a ham sandwich.

Verified: The product meets the **specifications**. Verification can be performed by the producer (aka the provider), once the specifications have been agreed on.

Validated: The product satisfied the **requirement**, that is the need. Validation cannot be performed by the producer. The customer/user must be involved in validation.