

Fix Partner

01

Someone who is open to having a conversation about challenges they face in their everyday life, sharing their lived experience and helping the Fixperts team to improve their proposals through testing and feedback.

A Fix Partner is an insight-provider and a co-designer.



Fix Partner



Tips to find a suitable Fix Partner

Try to find somebody who differs significantly from you

Find somebody who likes to share stories

Try places such as open gyms, corner stores, music rooms, repair shops, clubs...

Try different time (e.g., early morning, weekend)

Fixperts projects often focus on specific communities, such as artisans or professionals in niche fields.

Brunel Fixperts

01

Partner Card

02

Name:

Age:

Describe your typical day:

Hobbies/Key interests:



Partner Card



A daily problem:

Environment around this problem:

Favourite brands:

Brunel Fixperts

02

Ethics

03

It is important to follow research ethics while working with your Fixpartner. This ensures responsible design innovation.



Ethics



Tips

Ensure your partner has a full understanding of their role.

Ensure they can withdraw if necessary.

Ensure you respect their right and privacy.

Co-Define

04

You must work with the Fix Partner to co-define a solution. Not only does this create a sense of ownership and connection to the project, but also allows for increased insight into the problem.



Co-Define



Co-define the fix issue

List all the issues, evaluate the feasibility of fixing.

Ask your fix partner about their top choice.

Focus on something physical rather than digital.

Research

05

Once you have identified the problem, it is important to do further research. This will allow you to gather a better understanding of not only the environment around the problem but all about the problem itself.



Research



Observations

Shadow and observe your fix partner if possible.

Interview

Ask detailed questions.

Create a friendly and power-balanced conversation environment.

Discuss with your fix partner about their hobbies.

Ideation

06

Quick ideation is incredibly important for this project. It is important to do some stage of ideation so your partner can evaluate and guide the design direction early in the process.



Ideation



10 Ideas in 10 minutes

Give yourself 10 minutes to come up with 10 designs.

Round Robin

Choose an idea and pass it to the next and the next person for refinement, and the next person.

Body Storming

Use role play to simulate a partner's experience to aid in understanding.

Researcher

07

A researcher is to first identify potential problems, working with the Fix Partner. Then go on to explore further the context of the problem.



Researcher



Tips

Respect the Fix Partner and build trust.

Let the Fix Partner show you the context of the problem.

Ask the Fix Partner what their solutions are and discuss proposals with them.

Designer

08

A designer should evaluate the problems and ideate potential solutions. They work with the Fix Partner then make and test solutions.



Designer



Tips

Share all ideas with the Fix Partner (co-design).

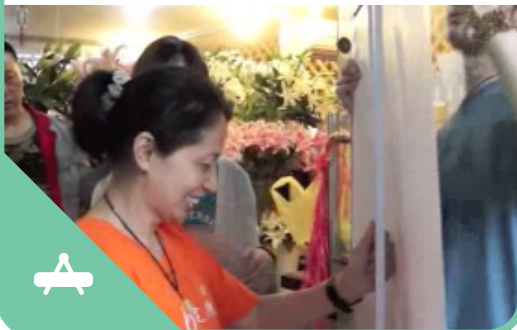
Test with scale models and sketch models.

Get inspiration from the Fix Partner.

Co-Develop

09

Work with your Fix Partner to develop your prototypes, let them inspire you and lead you to your solution.



Co-Develop



Co-develop a solution

Show your early concepts to the Fix Partner for feedback.

Work with the Fix Partner and learn from their experience.

Remember, you are designing with, and for, your Fix Partner.

Build a 1:1 size rig if possible.

'Make it real'

10

Make scale models or rigs to demonstrate solutions, and get feedback to refine the full-scale model.



'Make it real'



Steps

Make an aesthetic working model, ensure it is safe and robust.

Test with your fix partner in a real-world context.

Improve details and refine.

Brand it if appropriate.

Film Maker

11

A film maker should develop a narrative, capture the process, and edit the movie.



Film Maker



Tips

See if you can borrow professional filming equipment.

Ask permission before filming.

Film as much of the process as possible.

Use a microphone for recording.

Solve for one, extend to many

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Solutions for one person may benefit more; think whether your solution can be used by more than your Fix Partner.



Solve for one, extend to many



Consider:

Can the unique fix solution
work for more people?

How to share your learning to a
wider audience?

Share, and have fun

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Be sure to document the process, capturing not only the important moments but the fun ones too.



Share, and have fun



Tips

Document from Day 1 (ask for your Fix Partner's permission before starting to record).

Use a microphone for recording to ensure sound quality.

Add captions (e.g., black text with white outlines).

Select background music carefully and acknowledge the source.

Add the title page and the end page, with 'Fixperts' logo and date, acknowledge all contributors.