In summary, there are four heuristics for uncovering ambiguity:

1. *the ambiguity poll:* Create a metric (such as performance, time to complete, or cost) that requires a solid understanding of the problem to estimate. Give the problem statement (requirements) to informed individuals and ask them to independently estimate the value of this metric. Bring the individuals together to compare and discuss the tabulated results.

2. *the memorization heuristic:* Various individuals try to recall the problem statement precisely from memory. Parts that are not remembered well are likely to be places where meaning is not clear.

   A variation of the memory method is to ask individuals what they consider to be the critical parts of the problem statement. When the lists are combined and discussed, differences reveal potentially ambiguous parts.

3. *the "Mary had a little lamb" heuristic:* Read the statement in question aloud several times, each time emphasizing a different word or words until as many interpretations as possible are discovered.

4. *the "Mary conned the trader" heuristic:* Determine the key operational words in the statement and list all their definitions. Mix and match these definitions to form additional interpretations.