

Practical Application

- **What do you think are the level 3 CTQs in your department or functional area?**
 - What level 1 & 2 CTQs do these align to?
 - What critical metrics from your functional area can't be aligned to the CTQ drilldown?
- **Compare these level 3 CTQs to your normal and ad-hoc job functions.**
 - Which of these functions can't be aligned to the CTQ drilldown?
 - If these don't align to the CTQ drilldown, then why do them?
 - For the functions that align to the CTQ drilldown, how does their alignment affect their priority?