

Practical Application

- **Identify at least 2 prior projects or initiatives you worked in your organization.**
 - What was the Y (critical output) for each project or initiative?
 - Remember, it should be the critical metric that was used to measure success of the project or initiative.
 - Did the project Y reflect the pain felt that instigated the project or initiative in the first place?
 - If not, then what metric is better reflection of that pain being felt?
 - Why wasn't that other metric used?
 - How does the project Y fit into the CTQ Drilldown?
 - If the project Y doesn't fall under a financial performance CTQ, then how was the financial impact measured for the project or initiative?