

Practical Application

- **Identify 3 of the top metrics used by your organization and answer the following:**
 - What are all the potential factors (i.e., inputs or Xs) that influence the metric?
 - Which factor do you think has the greatest influence on the metric?
 - Which factor do you think has the least influence on the metric?
 - Which factor(s) can you control? How much control do you have over them?
 - If one factor changes significantly, how would that affect the other factors, if at all?