Exercise

# Critical to Quality (CTQ)

Review each of the CTQs and determine if they are a customer CTQ, operational CTQ, project CTQ, or not a CTQ.

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| **CTQ** | **Customer CTQ** | **Operational CTQ** | **Project CTQ** | **Not a CTQ** |
| The flashlight provides 20 lumens when the control knob is rotated to the right. |  |  |  |  |
| The problem statement clearly identifies the data-based problem during the Measure gate review. |  |  |  |  |
| The customer base consists of small and medium businesses in Europe. |  |  |  |  |
| Inbound calls to the call center do not stay on hold for more than 15 minutes. |  |  |  |  |
| Call summaries from inbound calls to call center are entered into customer accounts by the call center associate before taking the next call. |  |  |  |  |
| Quality records will generate a daily yield report by shift for each shop and publish it within 24 hours of the end of the shift. |  |  |  |  |
| Suppliers will be notified of all findings from their supplier audit at the close of the audit. |  |  |  |  |
| The Blackbelt assigned to the project is Janice Doe. |  |  |  |  |
| Any consultants or suppliers to be granted access to the project files must first create a user profile and may only log in via the VPN. |  |  |  |  |
| The Blackbelt or Greenbelt leading the project must provide a status report of progress to sponsor weekly. |  |  |  |  |