

Practical Application

- **Identify at least 3 critical metrics used by your organization and answer the following:**
 - What are the targets or goals for each metric?
 - Is the goal a LSL,USL, or does the metric have both?
 - Who defined the goals?
 - How are the goals determined? Are they realistic?
 - What are the other defect measurements for each metric?
 - What is a unit?
 - What is an opportunity?
 - How many opportunities are there per unit?
 - What would be a defect?
 - What would be a defective unit?
 - How do your answers above differ from the typical perspective from others in the organization?