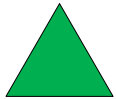


# Process Capability Exercise

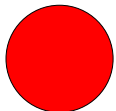
	Now	First Goal	Second Goal
We excel at this, everyone is happy			
We have an objective analytical process			
We use some objective numbers, but mostly subjective			
We have a process, but its subjective			
No process at all			



**Planning what work to do in the FUTURE.** Any analysis that is carried out to help make a decision about what and how future work is invested. For example, quarterly planning, yearly budgeting, future headcount allocation.



**Tracking work once it is committed to and started NOW.** Any analysis or reporting that helps understand the status and releasability of work once it has been committed to. For example, feature progress, what the teams are working on.

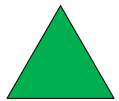
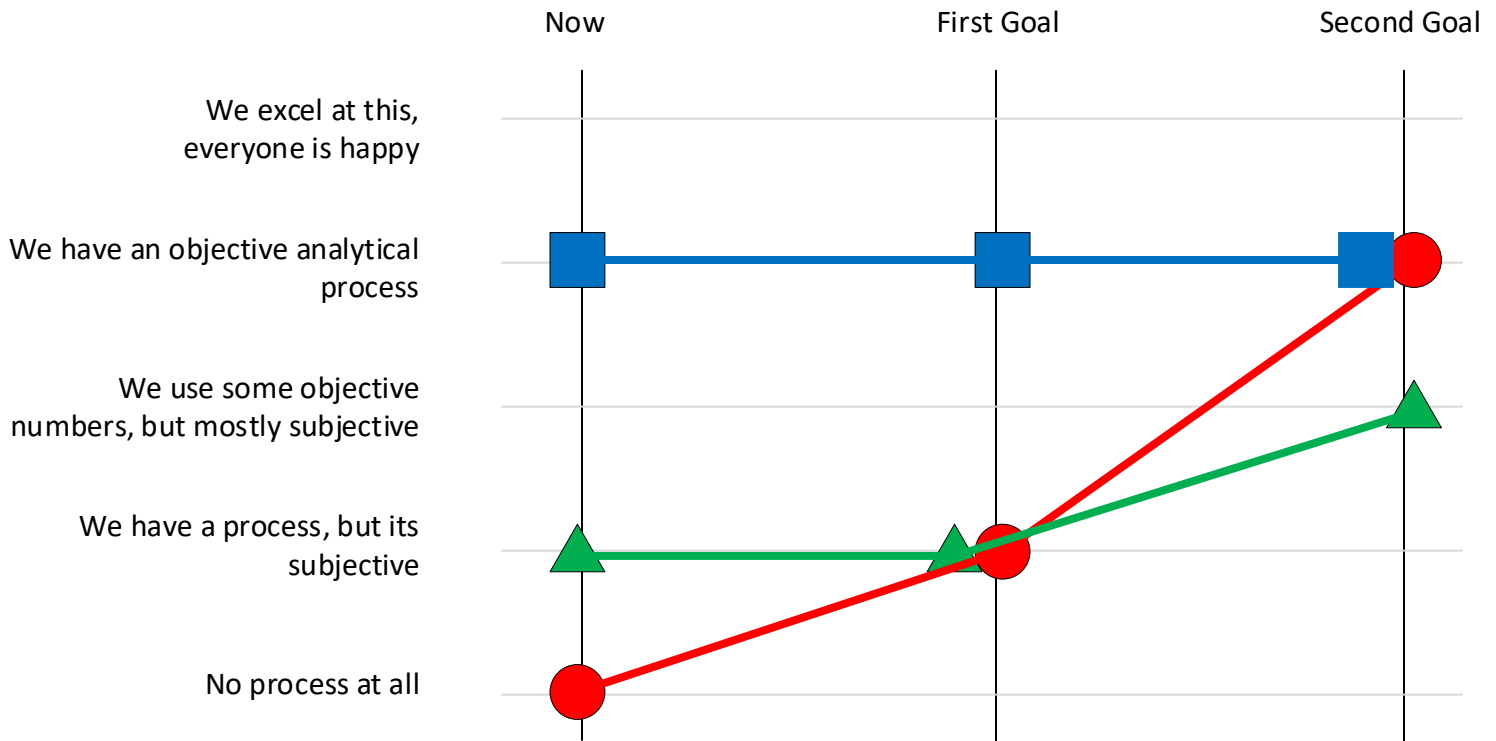


**Measuring the impact of delivered items to customers in the PAST.** Any analysis that provides feedback as to how well a delivered feature or product was received by actual customers.

## EXERCISE -

1. Discuss as a group how your organization or team plan what work to do in the future. Agree as a group where current process capability measures on the Y-Axis, and place a triangle at that point on the NOW x-axis.
2. Repeat step 1 for the process used for tracking in-progress work (and place a blue square for current capability) and for customer feedback after delivery (and place a red circle).
3. Discuss as a group what analysis process would have the most benefit for the customer. For example, ask "If we were twice as good at one of these, what impact would it have to our customers?" Place a triangle, square and circle at the intersection of "First Goal" and the new desired capability level. Limit improvement to just ONE analysis type.
4. Repeat step 3 for the "Second Goal"

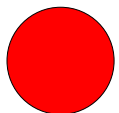
# Process Capability Exercise



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