The SunSoft Values Compass

Quality

Higher

Resources   Schedule

Fewer   Sooner
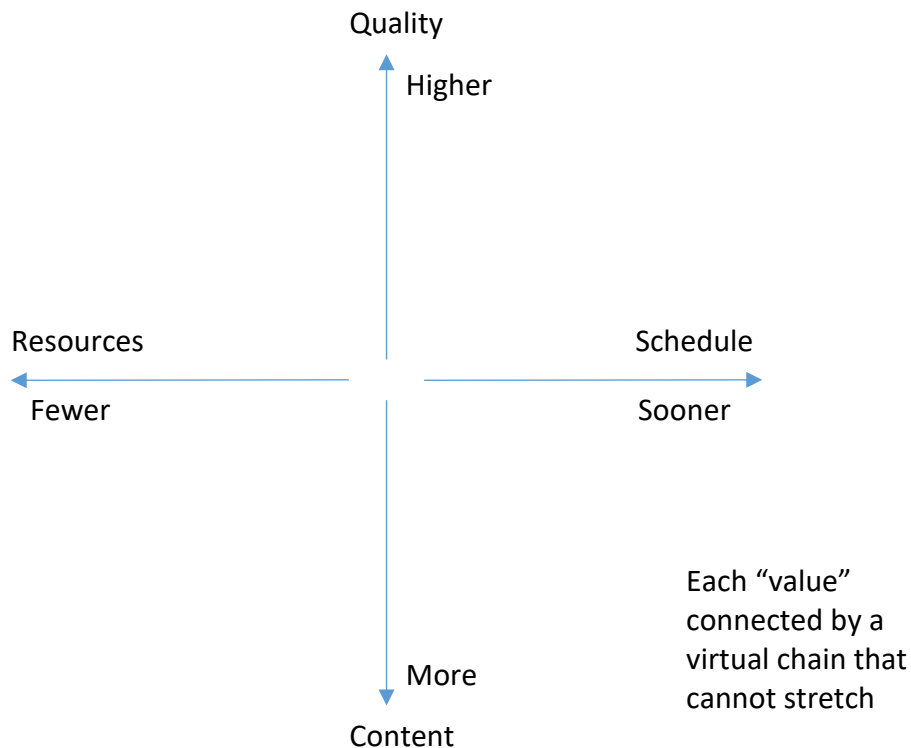
Each "value" connected by a virtual chain that cannot stretch

More

Content

Quality:
- Quality is: meeting or exceeding customer **expectations**
- Note the difference between exceeding expectations and exceeding requirements
- Higher quality does not mean higher number of features (see "Content")
- Higher quality is not necessarily the highest priced
- Which has higher quality? Toyota Corolla ($22,000) or BMW 1-Series M Coupe ($61,670)
- Note: product designer may choose lower quality (consider my Bluetooth headphones; or Beats "Pill" vs. Bose SoundLink Mini)
- E.g. Cameras and music players on a cell phone

Content:
- Content is a **quantitative** measure of a product: the number of features or functions
- Assumption: it takes more resources and time to add more features or fuctions
- More features/functions does not necessarily mean higher quality; could me lower quality '
- E.g. Cameras and music players on a cell phone

Resources:
- Resources can mean a lot of things: **people; money** (to hire people or to outsource work)

Schedule:
- Assumption: **sooner** is better
- Note: can be merged with Resources

Also note: possible to change the length of the "chain" through PROCESS IMPROVEMENTS
- This course, using this book, can be considered a process improvement
- Compared to what you might otherwise do: after this course you will be able to: deliver more, faster, with fewer resources, and still meet quality expectations