2. Describe with the use of illustrations the Goal-Question-Metric Paradigm

Goal – The business process to be improved or goal to be accomplished

Questions – Used to guide the improvement

Metrics – Used to assess the effectiveness of the improvement process

The conceptual level (Goal) contains measurement goals

regarding products, processes, or resources, specifying the

objectives of the measures.

• The operational level (Question) contains a set of

questions used to characterize how the goal(s) should be

attained.

• The quantitative level (Metric) contains objective or

subjective quantitative metrics that are collected in order

to answer the question(s)

-berander2006goal

3. Describe with illustrations the five stages in the process change process:

i. Improvement identification

ii. Improvement prioritization

iii. Process change introduction

iv. Process training

v. Change tuning

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