CRs – Customer Lead Time

(place cards/stickies)

							Instructions
# **5**							This chart tracks Customer Lead time for the CRs..
4							This chart tracks how often a value for customer lead times occurs. On the X-axis is the Customer Lead Time and on the Y-axis, the frequency of the occurrence.
3							**Customer Lead Time = The day CR finished – The day CR was requested**
2							**If 0 or 1 then take 1!** For each CR put the card at the proper place and see how the bar at its Customer Lead Time grows.
1							The chart becomes a bar chart.
	1	2	3	4	5	6	7 Customer LT