# Management Essentials

# Exercise # 12

# Customer Requirements

Before you begin to study and improve your process, you should know who your customers, their requirements, and the variance between your current performance and their requirements. This should create a set of goals for process improvement.

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| --- | --- | --- | --- |
| What Are Our Customer’s Requirements? | | | |
| Customer: | | | |
|  | Output Provided | Requirement | The Variance |
| Specifications |  |  |  |
| Reliability |  |  |  |
| Timeliness |  |  |  |
| Courtesy |  |  |  |
| Innovation |  |  |  |