**Module 14 Exercise 12-1-2022**

Discuss the following:

1.  Did you have any "AHA" moments and what was at least one of them?

2.  Pick an example metric (see list below if you cannot come up with one),
    a.  Red Beads
    b.  First Aid Cases
    c.  Quality Defects
    d.  Output rate of product
    e.  Rework costs
    f.  Cycle time to perform the service

3.  Then discuss each of the following scenarios and how you would proceed as the manager of the process the metric is monitoring:
    a.  If the metric results are stable, but not meeting goals (Yellow) how will you proceed?
    b.  If the metric results show a trend in an adverse direction (Red) how will you proceed?
    c.  Does "green" automatically infer good?   Describe a situation where a trend in the metric in the improving direction may not be "Good".
    d.  Does "red" automatically infer bad?  Describe a situation where a trend in the metric in the non-improving direction may not be "Bad".

Submit a word document of at least 400 words by Midnight tonight 12-1-2022.