Operational Definition

1. Prof Bob has seen a drop in average grades among students. From other Prof’s he hears that being on time to class greatly improves performance. “Being to Class On Time” is his CTQ.

Operational Definition: Being to Class On Time is defined as a true or false value as measured by a condition that the time difference between when you sit in a seat in the lecture hall is greater than or equal to 0 seconds (true), any value less than zero seconds indicates false.

1. Delta Airlines has seen revenue dropping (Pre-COVID). They go thru the Define stage and determine that “On-time” departure is their CTQ measure.

Operational Definition: On-time departure is defined by a true or false value as defined by a condition that the time difference between the time the plane pushes off from the gate and the planned take off time is greater than or equal to 0 seconds (true), any value less than zero seconds indicates false.