**Goal One:** “I want to have a personal Kanban for future projects”

**SMART Goal One:** “I want to have a simple and effective Kanban project, which includes a website, documentation and an article about the learnings of Project management. By mid-February, I will have an MVP that will be available for anyone to use through GitHub”

| **What makes this goal specific? Does it provide enough detail to avoid ambiguity?**  ***Response***: I want a simple and effective Kanban Board |
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| **What makes this goal measurable? Does it include metrics to gauge success?**  ***Response***: An MVP that can be used by anyone |
| **What makes this goal attainable? Is it realistic given available time and resources?**  ***Response***: The MVP is done utilizing accessible technology |
| **What makes this goal relevant? Does it support project or business objectives?**  ***Response***: It is about having a personal Kanban that will allow for personal project management |
| **What makes this goal time-bound? Does it include a timeline or deadline?**  ***Response***: The goal is to be done by mid-February at the latest |

**Goal Two:** “Office Green wants to raise the customer retention rate.”

**SMART Goal Two:** “Office Green will launch a new service: operations and training plan to increase the customer retention and satisfaction up to 90% when the service launches at the end of the third quarter. According to their poll, 70% of churn was due to not having extensive services.”

| **What makes this goal specific? Does it provide enough detail to avoid ambiguity?**  ***Response***: The goal is to launch a new service |
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| **What makes this goal measurable? Does it include metrics to gauge success?**  ***Response***: Increase of customer retention and satisfaction up to 90% |
| **What makes this goal attainable? Is it realistic given available time and resources?**  ***Response***: Three quarters in order to achieve the goal, as the launch of the product is expected by the end of the third quarter |
| **What makes this goal relevant? Does it support project or business objectives?**  ***Response***: A new service will be launch according to polls from customers |
| **What makes this goal time-bound? Does it include a timeline or deadline?**  ***Response***: The launch is at the end of the third quarter |