

<b>Performance Metric (CTQ, Y)</b>	<b>Defect</b>	<b>Opportunity</b>
(1) Cycle time for a “Credit Check” process	Credit check takes longer than 2 hours	Each credit check performed
(2) Percent cream content in milk bottles (comes in four-bottle container sets)	USL = 2.1% LSL = 1.9%	Each bottle of milk
(3) Sales Hit Rate (Number of sales proposals that were won) reported each month	A proposal that was not won	Each proposal
(4) Number of defects per square yard of cloth, where pieces of cloth may be of variable size	A blemish (as defined by operational definition)	Each square yard of cloth (i.e., the space boundaries inside which we were counting defects month)
(5) Number of employee accidents per month	An accident (as defined by operational definition)	Each month (i.e., the time frame boundaries inside which we were counting defects month)
(6) Proportion of orders that were late coming out of Sales Dept. in daily samples of 100 orders.	Late = longer than USL of 6 hours	Each order