



Exercise 4

Coach: What obstacles are preventing you from reaching the target condition?

Improver:

- A. We don't hit the target precisely enough.
- B. The flying distance is wrong.
- C. I don't know.
- D. Our process is not the problem. Our colleagues from the pre-process should fold the plane more carefully.

What's the problem with the answer?

- A. That is the actual condition of the outcome metric. Deviation from target is not an obstacle.
- B. That is the actual condition of the process metric. Deviation from target is not an obstacle.
- C. Threshold of knowledge. Maybe process is not understood deeply enough.
(Practice (D) separately. It simulates a slightly different situation)
- D. Obstacle vague and outside area of responsibility. Maybe blaming others.