

CTQ Tree Instructions

Purpose: To link the Define/Measure Phase to an important outcome

Tools: Flip Chart/White Board, Post-it Notes, Pens/Markers

Who: Champion, Process Owner Practitioner

Inputs: SIPOC or other scoping tool

Instructions:

1. Identify an output that is important to customers (Start with SIPOC)
2. Identify a characteristic of that output that is “critical to quality” and write it in a box on the left hand side of a sheet of flipchart paper or whiteboard.
3. Brainstorm specific kinds of data associated with the critical-to-quality characteristic and arrange them logically on branching limbs of the diagram.
 - a. Use affinity diagrams if needed to identify related sets of measures.
4. Do a reality check on the final diagram. Is it feasible and desirable to collect all the data identified?
5. Confirm which of the data you will collect.