1 / 12 · Management and Leadership

How many scored questions does Management and Leadership carry?

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Which pioneer is tied to 'fitness for use' and the planning, control and improvement trilogy?

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Which pioneer is tied to 'conformance to requirements' and zero defects?

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What are the four parts of Deming's system of profound knowledge?

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Quadratic loss function

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How do you find k in the loss function?

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Joseph Juran.

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17 of the 160 scored questions.

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Appreciation of a system, knowledge of variation, theory of knowledge and psychology.

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Philip Crosby, who measured quality by the price of nonconformance.

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k = cost at a known deviation / (that deviation)^2, for example the cost at the tolerance limit divided by the half-tolerance squared.

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L = k(y - m)^2, with m the target. Any distance from target costs something, growing with the square of the distance.

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Hoshin kanri

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What are the four balanced scorecard perspectives?

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Payback period

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Net present value

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Functional benchmarking

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Critical path

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Financial, customer, internal process, and learning and growth.

Course lesson ge-m1: strategic planning and deployment tools

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Policy deployment: a few breakthrough goals cascade through every level, with catchball so each level negotiates what it can deliver.

Course lesson ge-m1: strategic planning and deployment tools

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The sum of each year's net benefit times its discount factor, minus the investment. Positive means the project beats the discount rate.

Course lesson ge-m1: benchmarking, stakeholder analysis and cost-benefit

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Investment / net yearly benefit. It measures time to recover the money, not profit.

Course lesson ge-m1: benchmarking, stakeholder analysis and cost-benefit

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The longest chain of dependent tasks. It sets the finish date; tasks off it have float.

Course lesson ge-m1: project tools: Gantt charts and RACI

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Comparing your process with the same function in a different industry, for example your billing against a hotel's.

Course lesson ge-m1: benchmarking, stakeholder analysis and cost-benefit

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