

# Critical to Quality Tree (CTQ Tree) Worksheet

## Instructions

1. Identify a process, product, or service, and a customer(s) associated with that process, product, or service.
2. Identify one of your customer’s critical needs related to that process/product/service.
3. Identify your customer’s wants/requirements related to his/her need. These are factors that must exist for customers to be satisfied or understand what they need to do to get what they need.
4. Identify potential performance standards (i.e., how will you know you are meeting your customer’s wants/requirements?). Tip: Continue branching until you reach a measure.

| Process/Product/Service | Customer(s) |
| --- | --- |
|  |  |

Minnesota Department of Health  
Center for Public Health Practice  
PO Box 64975 St. Paul, MN 55164-0975  
651-201-3880 [health.ophp@state.mn.us](mailto:health.ophp@state.mn.us)   
[www.health.state.mn.us](http://www.health.state.mn.us/)

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To obtain this information in a different format, call: 651-201-3880. Printed on recycled paper.

## Example

1. Need: I need my paycheck
   1. Customer Want/Requirement: On time
      1. Performance Standard/Requirement: Payday schedule
         1. Next year’s payday schedule available by October of previous year
         2. Auto-populated into employees’ electronic calendars
   2. Customer Want/Requirement: Accurate
      1. Performance Standard/Requirement: % paychecks inaccurate
   3. Customer Want/Requirement: Automated
      1. Performance Standard/Requirement: Direct deposit
         1. Ability to add/delete direct deposit via employee portal
      2. Performance Standard/Requirement: Exception-based time reporting
         1. % employees using exception-based time reporting

I. Need: I need my paycheck
a. Customer Want/Requirement: On time
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1. Next year’s payday schedule available by October of previous year
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b. Customer Want/Requirement: Accurate
i. Performance Standard/Requirement: % paychecks inaccurate
c. Customer Want/Requirement: Automated
i. Performance Standard/Requirement: Direct deposit
1. Ability to add/delete direct deposit via employee portal
ii. Performance Standard/Requirement: Exception-based time reporting
1. % employees using exception-based time reporting