

Customer Need	Specification	Units	Marginal Value	Ideal value
CN2, CN6, CN17	Minimize number of touches/steps in the current process	# touches	9-12	Further analysis required
CN2, CN3, CN13, CN15	Minimize the walking and decrease the walking path.	distance (ft)		Further analysis required
CN4, CN8, CN11, CN12	Create standard work procedures	Boolean (Y/N)	yes	yes
CN5, CN14, CN16, CN18	Ergonomic and organized kit carts will improve efficiency of the process	Boolean (Y/N)	yes	yes
CN7, CN9, CN10, CN11, CN12, CN17	Metrics collection: cycle time (timesheets)	Time (hours)	More data collection required	Further analysis required