



# 5 QUESTIONS ABOUT **ACCURACY** THAT EVERY TEAM SHOULD ANSWER

**1** WHAT DOES  
ACCURACY MEAN TO  
OUR TEAM?

**2** WHEN HAVE WE FAILED  
TO DELIVER ACCURATE  
WORK TO OUR  
CUSTOMERS?

**3** WHAT WAS THE COST  
OF THOSE  
INACCURACIES?

**4** WHAT ACCURACY  
STANDARDS CAN WE  
COMMIT TO FOR OUR  
WORK?

**5** WHAT CAN WE DO TO  
MAKE THE STANDARDS  
A REALITY?

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