



Currencies of Value:

Primary Currency	Currency	Exchange Rate	Comment
	Brand		
	Competition		
	Confidence		
	Customer base		
	Customer retention		
	Customer satisfaction		
	Efficiency		
	Employee satisfaction		
	Experience		
	Goodwill		
	Innovation		
	Knowledge		
	Legislation		
	Money		
	Optimization		
	Reduced Variability		
	Reputation		
	Respect		
	Responsiveness		
	Risk mitigation		
	Stress reduction		
	Technical dependency		
	Time		
	Trust		

Types of Work:

Cadence: *weeks*

Type	Ratio	Comment
New development		
Customer Support		
Maintenance		
Engineering		
Research		

Classes of Service:

Class of Service	Managed for	Service Level	Comment
Standard - FIFO	Speed	Lead time percentile	
Intangible	Rate	Items delivery frequency	
Fixed Date	Deadlines	Due date performance	
Expedited	Crises	As soon as possible	

Opportunity Cost of Delay:

