Solutions

2.1

- $88(.25) + 74(.30) + 66(.25) + 58(.20) = 22 + 22.2 + 16.5 + 11.6 = 72.3$.

2.2

- Gap $41 - 35 = 6$ hours.
- Any two with arithmetic: promote a senior engineer (+4h), cut one low-value ceremony (-2h), and measure the rest.

2.3

- Objective given; measure 14-day activation 31%; target e.g. 45% by Q3.
- Initiative: the onboarding checklist rebuild; owner: the product lead - someone who can move 31% this quarter.

2.4

- Learning 58 is the leading indicator.
- Process improves a quarter later, customer the quarter after - fund learning first.

exercises.lol exercises.com.cn