

DMAIC FRAMEWORK - A STRUCTURED APPROACH TO QUALITY IMPROVEMENT

✓	DEFINE THE PROBLEM
	What are you trying to accomplish (aim?)
	Verify the problem exists
	Verify that it is important - what will its impact mean?
	Verify improvement is reasonable
	Quantify the targeted change - Be SMART
	DEFINE THE CUSTOMER
	Internal
	External
	DEFINE PROJECT SCOPE
	Start and end point of the process you hope to improve
	DEFINE TEAM ROLES/EXPECTATIONS
	Team facilitator
	Member #1
	Role
	Member #2
	Role
	Member # 3
	Role
	Member # 4
	Role
	Member #5
	Role

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