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 -
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_	what will its impact mean? Verify improvement is
	1 .
-	reasonable
	Overstiffy the towards d
	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
	ROLES/EXPECTATIONS Team facilitator
	ROLES/EXPECTATIONS Team facilitator Member #1
	ROLES/EXPECTATIONS Team facilitator Member #1 Role
	ROLES/EXPECTATIONS Team facilitator Member #1
	ROLES/EXPECTATIONS Team facilitator Member #1 Role Member #2 Role
	ROLES/EXPECTATIONS Team facilitator Member #1 Role Member #2
	ROLES/EXPECTATIONS Team facilitator Member #1 Role Member #2 Role Member #3 Role
	ROLES/EXPECTATIONS Team facilitator Member #1 Role Member #2 Role Member #3
	ROLES/EXPECTATIONS Team facilitator Member #1 Role Member #2 Role Member # 3 Role Member # 3 Role Member # 4
	ROLES/EXPECTATIONS Team facilitator Member #1 Role Member #2 Role Member # 3 Role Member # 4 Role

1	MEASURE
	Develop process or value
	stream map
	Identify process - what are
	the products of the
	program activities
	program accounts
	MEASURE CURRENT
	PERFORMANCE
	Establish baseline
	Collect data & establish
	baseline performance
	Analyze current process
	capability
	MAKE QUICK HIT
	IMPROVEMENTS
	Hit the low-hanging fruit

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>	ANALYZE
	PERFORM VALUE
	ANALYSIS
	Value Adding Steps -
	what change did we
	make?
	Non-value adding steps
	Non-value adding, but
	necessary steps
	IDENTIFY BOTTLENECKS,
	CONSTRAINTS, AND "RE-
	WORK" POINTS
	Generate theories to
	explain
	Prioritize focus areas for
	improvement
	
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1	IMPROVE	ĺ
	DEVELOP POTENTIAL	
	SOLUTIONS	
	Create "future state"	
	process maps (how will	
	this look fully implented)	
	Evaluate, select and	
	finalize best options	
	DEVELOP & IMPLEMENT	
	PROCESS TRIALS	
	Test new processes on a	
	smaller scale	
	Measure for success as	
	defined by project goals	
	CREATE PLAN FOR	
	LARGER SCALE	
	IMPLEMENTATION	
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1	CONTROL
	MAKE NEW PROCESSES
	PERMANENT
	Pre and post project
	success metrics
	Document standard
	operating procedures
	Develop a monitoring &
	auditing process
	DEVELOP A FINAL
	DOCUMENT
	Prepare a poster and
	presentation
	Lessons learned Recommendations for
	additional opportunities