

## DMAIC FRAMEWORK - A STRUCTURED APPROACH TO QUALITY IMPROVEMENT

✓ DEFINE THE PROBLEM	✓ MEASURE	✓ ANALYZE	✓ IMPROVE	✓ CONTROL
What are you trying to accomplish (aim?)	Develop process or value stream map	<b>PERFORM VALUE ANALYSIS</b>	<b>DEVELOP POTENTIAL SOLUTIONS</b>	<b>MAKE NEW PROCESSES PERMANENT</b>
Verify the problem exists	Identify process - what are the products of the program activities	Value Adding Steps - what change did we make?	Create "future state" process maps (how will this look fully implented)	Pre and post project success metrics
Verify that it is important - what will its impact mean?		Non-value adding steps	Evaluate, select and finalize best options	Document standard operating procedures
Verify improvement is reasonable		Non-value adding, but necessary steps		Develop a monitoring & auditing process
Quantify the targeted change - Be SMART	<b>MEASURE CURRENT PERFORMANCE</b>	<b>IDENTIFY BOTTLENECKS, CONSTRAINTS, AND "RE-WORK" POINTS</b>	<b>DEVELOP &amp; IMPLEMENT PROCESS TRIALS</b>	<b>DEVELOP A FINAL DOCUMENT</b>
<b>DEFINE THE CUSTOMER</b>	Establish baseline	Generate theories to explain	Test new processes on a smaller scale	Prepare a poster and presentation
Internal	Collect data & establish baseline performance	Prioritize focus areas for improvement	Measure for success as defined by project goals	Lessons learned
External	Analyze current process capability			Recommendations for additional opportunities
<b>DEFINE PROJECT SCOPE</b>				
Start and end point of the process you hope to improve	<b>MAKE QUICK HIT IMPROVEMENTS</b>		<b>CREATE PLAN FOR LARGER SCALE IMPLEMENTATION</b>	
	Hit the low-hanging fruit			
<b>DEFINE TEAM ROLES/EXPECTATIONS</b>				
Team facilitator				
Member #1				
Role				
Member #2				
Role				
Member # 3				
Role				
Member # 4				
Role				
Member #5				
Role				

## SAMPLE TIMELINE FOR QI PROJECT

[illegible]