DMAIC stages

Define	Measure	Analyse	Improve	Control

- **Define**
  - Define problem and process improvement opportunity
  - Define customer requirements
  - Define and document current process

- **Measure**
  - Identify what to measure
  - Understand variation in the process performance (not averages)
  - Determine baseline

- **Analyse**
  - Analyse data and process
  - Develop hypothesis around root causes
  - Validate root causes through data analysis

- **Improve**
  - Generate improvement ideas addressing root causes
  - Evaluate and select optimal solution
  - Pilot changes

- **Control**
  - Review pilot results
  - Modify solution if required
  - Roll out solution
  - Closure and celebrate success

PRAGMATIC
IMPROVEMENT