

# What are the Lean Six Sigma DMAIC steps?

**Define**

**Measure**

**Analyse**

**Improve**

**Control**

- Define project scope, objectives and timeline
- Identify team members and stakeholders
- Understand customer requirements
- Complete the high level process map

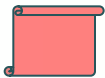
- Complete detailed process mapping or value stream map
- Validate measurement system and complete data collection plan
- Collect input and output data
- Calculate cost of poor quality

- Identify potential root causes and generate hypothesis
- Analyse data
- Confirm critical inputs
- Establish target benefits

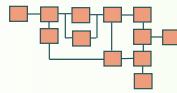
- Generate improvement ideas and define the improved process
- Develop and pilot solutions
- Confirm improvement
- Complete implementation

- Ensure that process performance is stable
- Establish process management
- Calculate the project benefits
- Complete handover to process owner

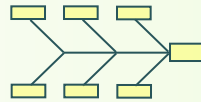
**Mandatory deliverables**



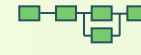
**Project Definition Statement**



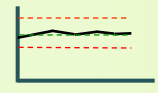
**Detailed Process or Value-stream map**



**Identify potential root causes**



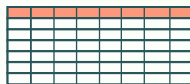
**To-be process**



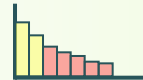
**Control Chart**



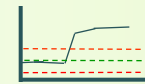
**Voice of the Customer**



**Data Collection and Validation**



**Root Cause Analysis**



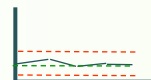
**Pilot results**



**Process Management plan**



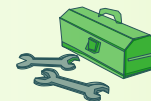
**High-level Project Plan**



**Baseline Data**

xxx  
xxxxx  
\$ xxxxx

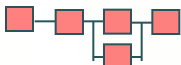
**Target Benefit Sign-Off**



**Implementation complete**

xxx  
xxxxx  
\$ xxxxx

**Delivered Benefit Sign-Off**



**High-Level Process Map**

xxx  
xxxxx  
\$ xxxxx

**Cost of Poor Quality**



**Project Completion Folder**