



The five-step **DMAIC** Methodology



Define the problem

In the define phase you will:

- Identify the scope of your project.
- Identify your core team members and key stakeholders.
- Define the problem you are trying to solve and the project goal you are hoping to achieve.
- Ensure everyone on your team understands the project and their role in the same way.



Measure the current state

In the measure phase you will:

- Use data and process observations to understand baseline performance and current state.
- Map your current process and identify the waste and opportunities.
- Review data from trends and special causes to identify where the problem is occurring.



Analyze the current state for potential root causes

In the analyze phase you will:

- Use the collective knowledge of your team and your data to identify the critical factors influencing the problem.
- Narrow it down to root causes (they may be deeper than they first appear).
- Validate the root causes with the people most connected to the process.



Improve and validate the improvements you made

In the improve phase you will:

- Identify potential change ideas.
- Prioritize those change ideas with the team to ensure they will have an impact.
- Test the selected change ideas and measure for improvements.
- Implement the identified change ideas and ensure they are solutions.



Control and sustain improvements

In the control phase you will:

- Implement supports that sustain the results of your improvement (e.g. change management plans).
- Put in place project tools that will monitor and control your changes.
- Communicate your results to your key stakeholders.
- Celebrate your achievement.