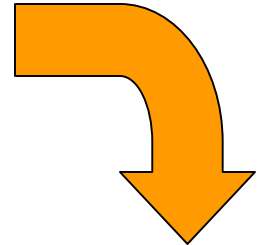
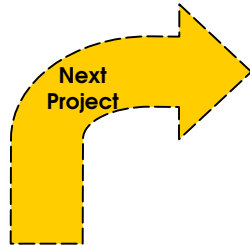


The Six Sigma Project DMAIC Cycle

DEFINE

- ❑ Why must this project be done **NOW**?
- ❑ What is the business case for the project?
- ❑ Who is the customer?
- ❑ What is the current state?
- ❑ What will be the future state?
- ❑ What is the scope of this project?
- ❑ What are the tangible deliverables?
- ❑ What is the due date?

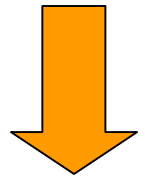
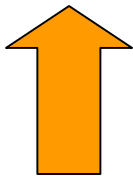


CONTROL

- ❑ During the project, how will I control risk, quality, cost, schedule, scope, and changes to the plan?
- ❑ What types of progress reports should I send to sponsors?
- ❑ How will I assure that the business goals of the project were accomplished?
- ❑ How will I maintain the gains made?

MEASURE

- ❑ What are the key metrics for this business process?
- ❑ Are metrics valid and reliable?
- ❑ Do we have adequate data on this process?
- ❑ How will I measure progress?
How will I measure ultimate success?



IMPROVE

- ❑ What is the work breakdown structure for this project?
- ❑ What specific activities are necessary to meet the project's goals?
- ❑ How will I re-integrate the various subprojects?
- ❑ Do the changes produce the desired effects?
- ❑ Any unanticipated consequences?

ANALYZE

- ❑ Current state analysis
- ❑ Is the current state as good as the process can do?
- ❑ Who will help make the changes?
- ❑ What resources will we need?
- ❑ What could cause this change effort to fail?
- ❑ What major obstacles do I face in completing this project?

