DMAIC roadmap | The recipe for execution of improvement projects

ProErigo

DEFINE

A What is the problem?

B Where are important causes found?

C Who are the customers?

D What are the customers' requirements?

E How is our performance today (baseline)?

TOOLS

Problem statement:

TOOLS

Suppliers	Input	Process	Output	Customers

SIPOC

TOOLS

Customer is satisfied when...

Categories: Metrics (CTQs): Requirements:

CTQ-TREE (Critical To Quality)

Roles	Communication plan	Progress plan	Risk assessment	Business Case and other gains

MEASURE & ANALYZE

F Which are the prioritized root causes of inadequate performance?

TOOLS

CTQ

FISHBONE DIAGRAM (ISHIKAWA)

DATA ANALYSIS

3 1 2

VOTING

PROCESS MAPPING

IMPROVE

G Which alternative solutions are relevant?

H What are the progress, improvements, risk and gains for the alternative solutions?

I Which solutions are recommended and chosen?

TOOLS

Iteration

BRAINSTORMING

VALUE/BENEFIT

COST/EFFORT

CONSEQUENCE

BUSINESS CASE

3 1 2

DECISION

Pilot if possible

IMPLEMENT

Remember to update:

Communication plan	Progress plan	Risk assessment	Business Case and other gains

CONTROL

J Which improvements and gains have been achieved?

K What do we have to do to ensure the problem does not re-emerge?

L Which suggestions does the project have for further improvements (and reuse)?

M What have we and the company learned from the execution?

TOOLS

before after

BACKLOG