

# 15 PHASES OF DMAIC ROADMAP

## TOPIC: DMAIC ROADMAP

### 15 STEPS OF DMAIC ROADMAP

**DEFINE**

**MEASURE**

**ANALYZE**

**IMPROVE**

**CONTROL**

**What Problems  
are You Trying to  
Solve?**

**What is the  
extent of the  
Problem?**

**Why is the  
Problem  
Occurring?**

**What do you  
propose to do &  
Why?**

**How will you  
ensure that the  
problem stays  
fixed?**

1. Understand  
Customer &  
Business  
Requirements

4. Identify What  
to Measure

7. Identify  
Performance  
Gaps

10. Generate,  
Prioritize &  
Select Solutions

13. Institutionalize  
the Solution(s)

2. Complete the  
Project Charter

5. Plan & Collect  
Data

8. Ascertain  
Critical Root-  
Causes

11. Pilot  
Solution(s)

14. Replicate &  
Share Best  
Practices

3. Complete the  
High-Level As-Is  
Process Map

6. Determine  
Baseline  
Performance

9. Validate Root  
Causes

12. Validate  
Impact of  
Solution(s)

15. Celebrate &  
Recognize  
Success

**TOLL GATE  
DEFINE**

**TOLL GATE  
MEASURE**

**TOLL GATE  
ANALYZE**

**TOLL GATE  
IMPROVE**

**TOLL GATE  
CONTROL**

# SIX SIGMA DMAIC TOOLKIT

## TOPIC: DMAIC TOOLKIT

### SIX SIGMA DMAIC TOOLKIT

**DEFINE**

**MEASURE**

**ANALYZE**

**IMPROVE**

**CONTROL**

1. Understand  
Customer &  
Business  
Requirements  
Voice of Customer

4. Identify What to  
Measure  
Process Maps  
8 Wastes

7. Identify  
Performance Gaps  
Review of Process Map  
Brainstorming  
Fishbone Diagram  
5 Why Analysis

10. Generate,  
Prioritize & Select  
Solutions  
Brainstorming  
Brain-writing 6-3-5  
Assumption Busting

13. Institutionalize  
the Solution(s)  
Common vs. Special  
Causes  
Control Charts  
Control Plan

2. Complete the  
Project Charter  
Project Charter

5. Plan & Collect  
Data  
Continuous Data  
Discrete Data  
Mean  
Median  
Mode  
Standard Deviation  
Data Collection Plan  
Sampling

8. Ascertain Critical  
Root-Causes  
Control Impact Matrix

11. Pilot Solution(s)  
Pilot Plan  
Risk Analysis

14. Replicate &  
Share Best Practices  
Communication

3. Complete the  
High-Level As-Is  
Process Map  
SIPOC

6. Determine  
Baseline  
Performance  
Run Chart  
Defects  
Defectives  
Opportunity for Error  
Unit  
Process Capability Analysis

9. Validate Root  
Causes  
Line Chart  
Bar Chart  
Pareto Chart  
Pareto Chart  
Histogram  
Scatter Diagram  
Correlation Analysis

12. Validate Impact  
of Solution(s)  
Process Capability Re-  
Analysis

15. Celebrate &  
Recognize Success  
Celebrate