

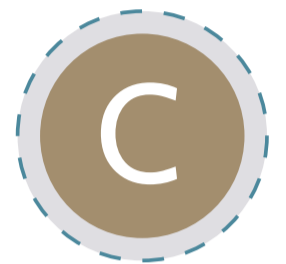
# Six Sigma Poster Series #1

## DMAIC(T)



A common improvement project management methodology is the DMAIC methodology which was developed for Six Sigma and Lean Six Sigma projects.

This is a phased, gated, project management approach, based on phases corresponding to define, measure, analyse, improve and control, and possibly transfer.



During the 'Define' phase the project charter will be created for the project if one does not previously exist, or it will be reviewed if a draft exists. The problem statement and goals, as well as the voice of the customer and voice of the business, will be validated. Communication will be planned with the stakeholders, and the project team will be selected.

When the project is fully defined and the project has gone through a gate review with the project sponsor or champion, the project is then ready to enter the measure phase. The metrics for the project will be established, including the identification of missing data and information which is necessary to properly manage the process.

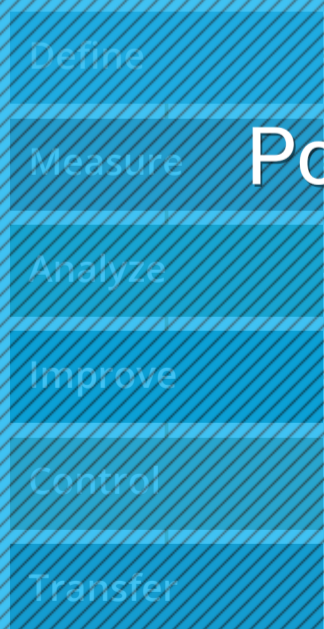
At the end of the measure phase, a gate review will take place with the project champion and other key people in which the Black/Green Belt or change agent and their team will present their 'Measure' results and obtain permission to move to the next stage. The 'Analyze' phase in which causes root causes are identified and prioritized.

Following the 'Analyze' phase, again a gated review will again take place with the project sponsor or champion. If approved the project will move to the 'Improve' phase, in which potential solutions will be developed and possibly piloted. Prior to completing the improve phase, a full scale implementation plan will have been developed.

Once a project has gone through the phase gate at the end of the 'Improve' phase, it enters the 'Control' phase, in which controls are put in place to prevent the process slipping back to its current unacceptable level of performance. In this phase, mistake proofing, standard operating procedures, training plans, and process controls are all developed and implemented.

### DMAIC(T) Approach Project -Based Improvement

The various DMAIC(T) project phases make use of a range of project management approaches. Some indicative ones are shown here. Some of the more important types of tools are more important in certain phases.



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