Define – Measure

Team: **Date:**

Title/Theme: DMAIC Problem-Solving Template
What Changes or Improvements are you talking about?
Is the topic relevant to all team members?

Define:
Why is this important?
How does it align with the CTQs of your market?
Is it worth working on from the market's perspective?
Will it increase revenue or market share? Why?
What do things look like today?
What are the specific problem or need and the gap in performance?
If applicable, go and observe source.
Break down problem using 4 Ws (What-Where-When-Who)
Are the facts clear or are they just opinions?
Is it measurable and how?
Determine point of concern (POC).

Measure:
What are the outcomes expected and why?
What will be the changes in metrics? (From what to what by when)

Determine Cause/Analysis:
Brainstorm possible causes for the POC.
Based on facts, determine most likely cause(s).
Establish linkages between cause-and-effect relationships.
Do the "why and therefore" test.
Gain team consensus on cause-and-effect reasoning.

Analyze – Improve - Control

Analyze:
Identify countermeasure(s) to eliminate the root cause(s).
Create a criteria matrix to evaluate countermeasure(s).
Predict short- and long-term results of each countermeasure.
Gain team consensus, select countermeasure(s), and document why.

Improve:
Gain team consensus on execution plan (What, Who, Where, When).
Have task, timelines, owners, costs, and reports been assigned?
Have daily/weekly stand-up meetings been scheduled?
Have control points been well-defined?
Is there a defined project tool for sharing and set-up? (Kanban, Gantt)
If Kanban is used, have work-in-process limits been defined?

Control:
Was the activity/problem a success?
Was the gap closed according to the target metrics?
Did you standardize the new process or procedures?
Did you reflect and note successes and failures of chosen process?
Did you communicate with others on this performance?
Are there any unresolved issues remaining and what happens to them?