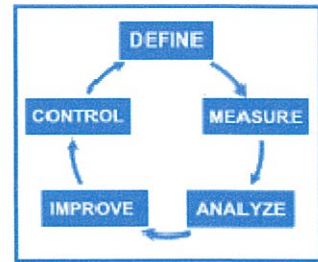


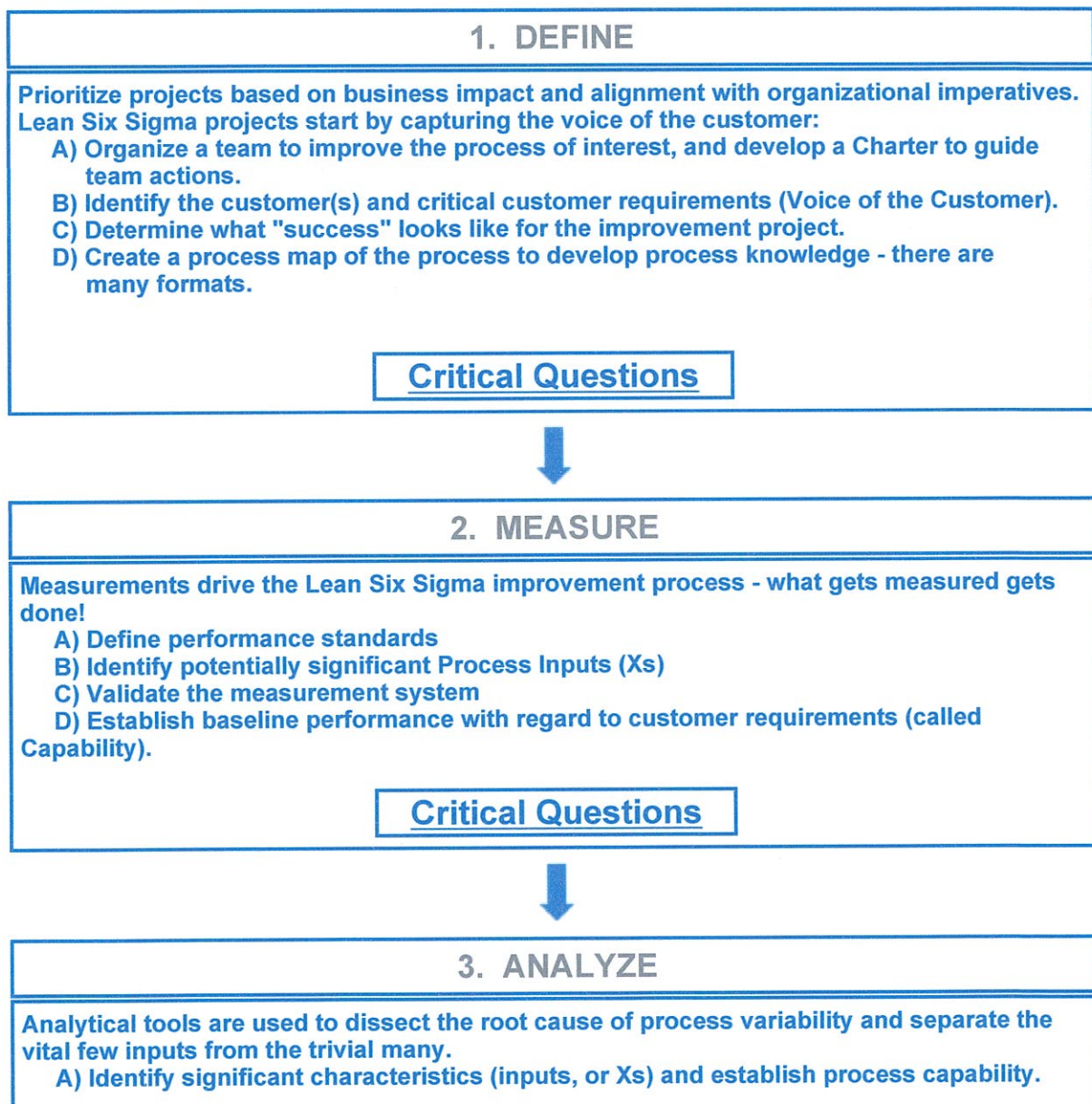
## The D-M-A-I-C Process



The five-step D-M-A-I-C process is summarized by the following flow-chart. **Please note, this is not a strictly linear process - it is often iterative.** New information and discovery may cause you to return to a previous step and re-define your project or modify your approach to completing it.

Within each step of the flow chart there are critical questions that should be answered by the project team. You can view these critical questions by clicking on the link at the bottom of each process step.

### LEAN SIX SIGMA PROCESS IMPROVEMENT FLOWCHART



- B) Define performance targets for significant characteristics (inputs, or Xs).
- C) Identify the root cause of process variation.
- D) Use statistical methods to verify the effectiveness of alternatives.

Critical Questions



**4. IMPROVE**

- The Improve phase turns analysis into action.
- A) Identify and evaluate potential solutions.
  - B) Implement short term countermeasures.
  - C) Implement long term corrective actions.
  - D) Identify systemic indirect effect and unintended consequences of improvement actions.
  - E) Establish operating tolerances for new processes.

Critical Questions



**5. CONTROL**

- After implementing improvement actions, the Control step verifies results and consolidates the gains:
- A) Verify corrective actions and validate new measurement systems.
  - B) Determine new process capability.
  - C) Establish and implement control plan.
  - D) Share best practices and lessons learned.

Critical Questions

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