

DEFINE

Is this the right project?
Is this the right project now?

Initiate the Project

Pre-project Checklist
Shadowing
Project Charter
Meeting Effectiveness

Define the Process

SIPOC

Determine Customer Requirements

Murphy's Analysis
Interviews
Surveys
Customer Requirements Tree

Determine the Project Goals

Process Metrics
Project Charter

MEASURE

How is the process performed?
How well is the process performed?

Understand the Process

Input / Output Maps
Detailed Process Maps

Develop & Evaluate Measurement Systems

Data Collection Plans
Data Validity
Measurement Systems Analysis

Measure Current Process Performance

Process Metrics
Control Charts
Process Capability

ANALYZE

Why is the process performing the way it is?

Use Team Knowledge to Identify Causes

Cause & Effects Matrix
FMEA

Analyze Data to Identify Causes

Multi-vari Studies
Basic Statistics

Understand Demand, Flow, Capacity & Value

Demand Analysis
VA/NVA Analysis
OEE
Flow Analysis

IMPROVE

What should the new process be to perform the right way?
The newly performing process is in place

Develop the Concept

Swimlane Maps
Concept Selection
Simulation

Develop the Detailed Design

Process & Role Definition
Standard Work & Documentation
Workplace Layout
Staffing & Skills

Pilot New Process

Implementation Planning
Communication & Education
Draft Control Plan
Process Validation

CONTROL

The performance is at the level it needs to be
The performance is stable and guaranteed

Finalize the Control System

Control Plan
Mistake Proofing
Process Boards

Verify Long-Term Performance

Process Tracking
Control Charts
Process Capability
Basic Statistics