DEFINE
Define the Problem

Principles

Define the problem by developing a "Problem Statement"

Define the goal by developing a "Goal Statement"

Understand the current state process

Tools

Project Charter
SIPOC
Process Mapping

MEASURE
Quantify the Problem

Principles

Select measures

Create a plan to collect data

Ensure your data is reliable

Gather baseline data

Update project charter

Tools

Data Collection Plans
Measurement Definition
Value Stream Map

ANALYZE
Identify the Cause

Principles

Closely examine the process

Brainstorm potential causes of the problem

Visually display the data

Verify the cause of the problem

Tools

Process Analysis
Data Analysis
Cause & Effect Diagram

IMPROVE
Implement a Solution

Principles

Brainstorm & filter solutions for problem

Design a future state process map

Implement solutions

Measure improvement in process

Tools

Impact Effort Matrix
Future State Map
Brainstorming

CONTROL
Maintain Solution

Principles

Continuously improve the process

Ensure the process is monitored appropriately

Expand new process throughout organization

Share and celebrate success

Tools

Control Plans
Response Plan
Control Charts