

## Introduction to DMAIC Notes

How to use this template:

Viewers can use this template in a number of ways, from simply taking notes to using this form during the course of this video as a guide. Italicized headings identify major sections of the video. Questions are listed in sequence to their appearance. Some questions provide a large space for answers and additional notes. Other questions identify the number of possible responses. Yet, others ask you to fill in the blank(s).

Additionally, *Discussions* entries offer ideas for discussion. No specific answers are necessarily correct, and these discussion ideas lend themselves to open discussion and interpretation. Please enjoy the video and use these forms in a way that best suits your goal(s).

### ***Introduction to the Video***

What is the name of the methodology that introduced the process-improvement strategy, DMAIC?

Name the 3 keys to the success of the one-stop student services center in improving the college admissions process:

1)

2)

3)

**Discussion:** Tie these keys to some of Six Sigma's basic principles.

## ***Introduction to Six Sigma***

Leadership and \_\_\_\_\_ play major roles in a project's success.

Customers expect value when they make a purchase. What else should a business' customers expect from a product or service? *(Several answers are truly possible, but the video points to one, which is at the essence of Six Sigma Methodology)*

Six Sigma embraces tried-and-true quality principles that have been successful for years. These principles include:

- 1)
- 2)
- 3)
- 4)

**Discussion:** Which other principles can be tied to Six Sigma, beyond those mentioned in the video?

One major difference from other process-improvement methodologies is that, rather than guessing solutions or jumping to conclusions, the **problem** is first:

\_\_\_\_\_ and \_\_\_\_\_

## ***Introduction to DMAIC***

Spell out the terms for DMAIC

D =

M =

A =

I =

C =

**Discussion:** What does Six Sigma help businesses define? How does that help?

### ***Define***

Name steps presented in this video taken for the Define Stage:

1)

2)

3)

4)

### ***Measure***

Name 3 major steps presented in this video for the Measure Stage:

1)

2)

3)

An operational definition provides a \_\_\_\_\_ way to measure something?

**Discussion:** Why is it important to determine baselines?

## **Analyze**

When determining which factor or combination of factors contributes final outcomes, process analysts might we employ a technique called \_\_\_\_\_ of experiments.

Designing the experiment involves testing every combination of factors at each level. This is called a \_\_\_\_\_ test.

**Discussion:** Why do these tools play such a critical role in the Analyze Stage?

## **Improve**

In the Improve Phase, process analysts determine an appropriate solution to improve a CTQ, and then they \_\_\_\_\_ that solution

**Discussion:** What is the most important outcome for the Improve Stage?

## **Control**

Control charts would be used on an ongoing basis to ensure that the a product/service specification stays within an \_\_\_\_\_ range

After employing DMAIC, a process becomes more manageable, predictable, reliable, and cost effective

**Discussion:** How does DMAIC provide meaningful ways to understand a process?

**--The End--**