



DMAIC Workbook

DEFINE THE PROBLEM

1. State your business case (why important/why now)

2. Define the problem (problem statement)

3. Define the goal (SMART goal statement)

4. Define the customer and their requirements



MEASURE THE PROBLEM

1. Quantify the problem (operational definitions)

2. Determine how the process currently performs

3. Create data collection plan

4. How do you know the data is reliable?

5. Gather the baseline data



ANALYZE THE PROBLEM

1. Graph or chart the data

2. What are all of the possible causes to the problem? *(note: Fishbone or other cause and effect brainstorming tools can be used here)*

3. Verify the causes of the problem (what are the top 3 likely causes of the problem?)



IMPROVE THE PROCESS

1. Brainstorm solutions to fix the problem

2. What are the most practical solutions? (*pick top three that could be implemented today*)

3. How will the process look based on your different solutions?

4. What is the BEST solution(s) and how will you measure to check improvement?



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CONTROL THE SOLUTION

1. How will you manage and monitor the process?

2. What next steps have you identified to further improve this or related processes?