

## INPUTS

- Identify Value/Non-Value Added Process Steps
- Identify Sources of Variation
- Determine Root Cause
- Determine Vital Few Process Variables
- Define Performance Objectives
- Determine Success Factors

## Tools & Techniques

- Kaizen, Takt Time, 5s
- Value Stream Map
- Process Flow Diagram
- Cause & Effect Diagram
- Pareto Chart & Analysis
- Regression Analysis
- ANOVA, t-tests, F-tests
- Chi-Squared tests, DOE
- FMEA, 5 why's, Reality Tree
- OOE, Correlations Analysis
- Champion Interview (VOB)
- Customer Interview (VOC)
- Benchmark Studies
- Run Charts, Control Charts

## OUTPUTS

- Identify Wastes
- Key Process Variables
- Root Cause of the Problem
- Project Goals

DEFINE

MEASURE

ANALYZE

IMPROVE

CONTROL