

## INPUTS

- Define Customers and Voice of the Customer (VOC)
- Develop Problem Statement, Goals and Benefits
- Identify Champion, Process Owner and Team
- Define Resources
- Evaluate Key Organizational Support
- Develop Project Plan and Milestones
- High Level Process Map

## Tools & Techniques

- IPO
- Project Contract
- Primary and Secondary Metrics (VOC/VOB)
- Macro Process Flow
- Scope and Boundaries of Projects
- Identify & Prioritize Projects
- Pareto Charts
- Stakeholder Analysis
- Project Plan
- Kaizen Planning



## OUTPUTS

- IPO
- Project Charter
- Customer Interview
- Flow Chart
- Cascading IPO
- Pareto Charts
- Stakeholder Analysis
- Gantt Chart
- Project Contract/Signature Page
- Kaizen Plan

DEFINE

MEASURE

ANALYZE

IMPROVE

CONTROL