



- A problem
- The Customers
- Voice of the customer
- Critical to Quality
- Project targets or goal
- Project boundaries or scope
- A project charter is often created and agreed upon during the Define step.

- A problem
- The Customers
- Voice of the customer
- Critical to Quality
- Project targets or goal
- Project boundaries or scope
- A project charter is often created and agreed upon during the Define step.

- List and prioritize potential causes of the problem
- Prioritize the root causes to pursue in the Improve step
- Identify how the process inputs (Xs) affect the process outputs (Ys).

- Monitor the improvements to ensure continued and sustainable success.
- Create a control plan.
- Update documents, business process and training records as required.

- Monitor the improvements to ensure continued and sustainable success.
- Create a control plan.
- Update documents, business process and training records as required.