

DMAIC Project

What is a DMAIC project?

The basis for all work in Lean Six Sigma is the DMAIC Methodology. The methodology follows a logical flow of: Defining the problem, measuring current performance, analyzing the cause of problems, improving the process by eliminating waste, and controlling the gains made to ensure improvements last.



D DEFINE

The process improvement coordinator (PIC) collects the voice of the customer for critical customer requirements and works with the sponsor to define the problem and project using standardized documentation.

M MEASURE

The project team maps out the process and completes data collection to gain a comprehensive understanding of a process as it currently is. Sponsor and PIC discuss if the project continues as a DMAIC at the end of this phase.

A ANALYZE

The project team calculates lead time, process time, steps, rework, handoffs, delays/waits, backlog, and productivity to identify value and non-value added activity in the process and fully understand its impact on the process.

I IMPROVE

The project team identifies the best solutions and create a "future state" map of the process that minimizes or eliminates wasteful non-value-added steps and pilot the new process in a controlled environment. If pilot goes well, the new process goes widescale and is implemented.

C CONTROL

The plan for implementing the future state is executed and actual improvements captured. A new process and system for monitoring the new process is implemented and project closure documents completed.

Frequently Asked Questions

Q: How do you select a project team?

A: A balanced team is important to DMAIC projects. Project teams should consist of 1/3 experts, 1/3 up and down stream customers, and 1/3 completely outside of the process.

Q: How much time does a DMAIC take to complete?

A: Typically, a DMAIC takes no longer than 3 months, but the timeline depends on the scope of the project and agency priority.

Q: Who should conduct a DMAIC?

A: A Certified Lean Six Sigma Green Belt or Black Belt.

Q: How do we ensure the improved process will work?

A: By conducting a pilot, collecting wide scale data, completing internal audits and Gembas, and generating a SOP of the new process.

*For more information, reach out to a process improvement coordinator or the director of the Center of Operational Excellence.