

The Six Sigma improvement roadmap. Define the problem, Measure current performance, Analyse root causes, Improve the process, then Control the gains. A disciplined, data-driven cycle for fixing processes whose defects have causes that can be measured and verified.

PREPARED BY _____ DATE _____

1 DEFINE

Establish what problem is being solved, for whom, and what success looks like in numbers. Produces the charter, the high-level process map and the critical-to-quality requirements.

2 MEASURE

Quantify current performance and establish a trustworthy baseline. Includes validating the measurement system itself, mapping the as-is process and collecting data on the defect and its suspected drivers.

3 ANALYSE

Identify and verify the root causes of the defect. Candidate causes are generated broadly, then narrowed using data until the vital few are confirmed.

4 IMPROVE

Design, pilot and implement changes that remove or reduce the verified causes. Solutions are tested at small scale and judged against the baseline before full rollout.

5 CONTROL

Make the improvement permanent. Standardise the new method, monitor the metric, define the reaction plan for drift, and transfer ownership from the project team to the line.