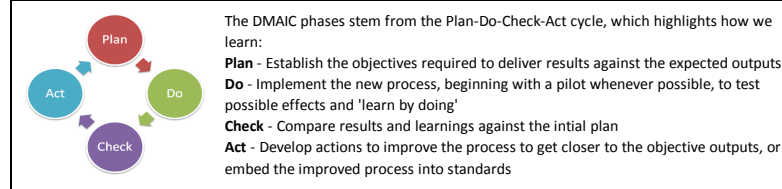


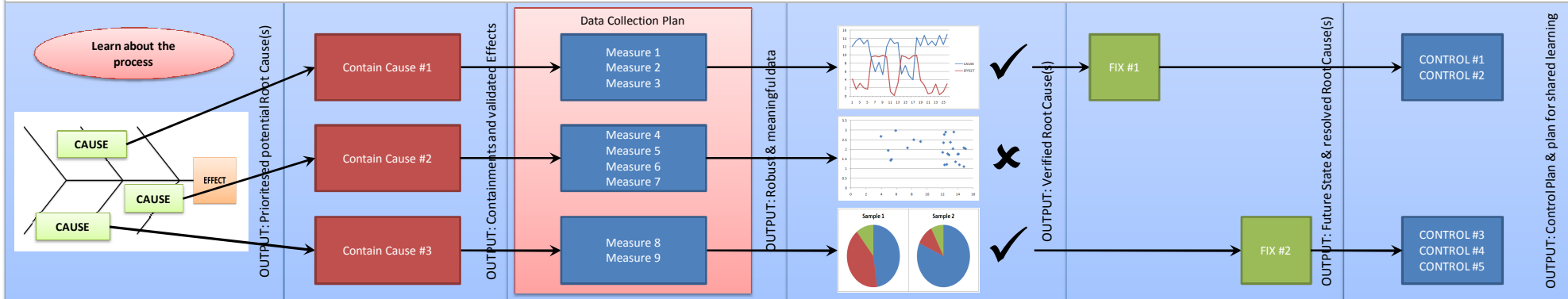
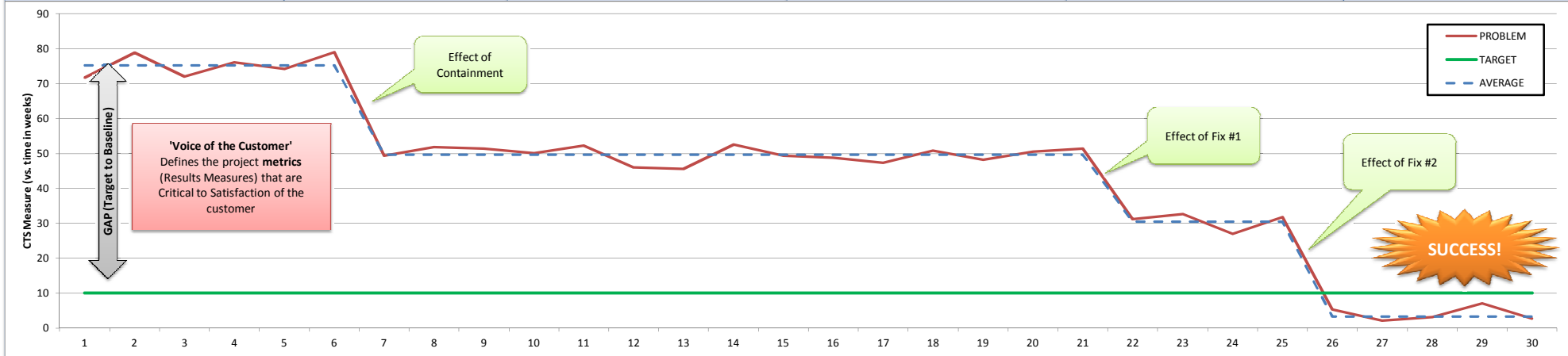
# What is Six Sigma?

Six Sigma is a process improvement methodology which aims to drill down to the Root Causes of business issues through data-driven decision making and robust analysis. The basic route is governed by DMAIC:

- Define**...the problem, Voice of the Customer, and goals of the project
- Measure**...key points in the process to collect relevant data and understand the issue
- Analyse**...data gathered to prove or disprove that the correct Root Cause(s) have been identified using statistical tools and techniques
- Improve**...the process based upon sound data analysis to create a robust future state
- Control**...the Future State to ensure the problem can not return, and any deviations from target performance are captured and rectified
- Replicate**...the changes across the business



DEFINE	CONTAIN	MEASURE	ANALYSE	IMPROVE	CONTROL
Purpose: Outline the project and the problem with a Project Charter and robust Problem Statement	Purpose: Reduce the impact of the issue to protect the customer and provide enough time to resolve it	Purpose: Plan out and collect robust data	Purpose: Analyse data collected to prove or disprove each Root Cause	Purpose: Pilot and implement improvements	Purpose: Keep in from happening again (but know what to do if it does!)



## Leadership and Personal Development, Strategic Management, Lean Six Sigma & Quality Tools