

DMAIC

Business & Management

The five-phase structure for reducing variation in a process.

The Six Sigma improvement cycle.

1

Define

The problem, the customer, the scope and the goal. In measurable terms.

2

Measure

Establish the baseline. Validate that the measurement system itself is reliable.

3

Analyse

Find root causes with data, not opinion.

4

Improve

Pilot changes, measure the effect, then scale.

5

Control

Lock in the gain: standard work, monitoring, ownership.

SIGMA LEVELS

3 σ : 66,800 defects per million

4 σ : 6,210

5 σ : 233

6 σ : 3.4

Control is the phase most often skipped, and the reason improvements decay back within a year.