**DMAIC Cycle**

**Define**
The business opportunity

- Project charter, COPIS, VOC, CTQ

**Measure**
The process current state

- Data collection plan, Sampling, Process capability, DPMO, Sigma level

**Analyze**
Determine root cause or \( Y = f(x) \)

- Histogram, Pareto charts, Cause & Effect fishbone diagram, 5 Whys, Statistical analysis

**Improve**
Eliminate waste and variation

- Brainstorming, Solution selection, Pugh matrix, Mistake proofing

**Control**
Evidence of sustained results

- Process monitoring, Control card, Integrated dashboard, Project hand-off, Continuous improvement plan