

## **DMAIC STEPS: CTQs – CTPs**

### **DEFINE: PURPOSE – TO MAKE A PROJECT PLAN:**

- **FIND CTQs** – FROM VOC, KANO, BENCHMARKING
- MAKE PROJECT CHARTER
- MAKE OVERVIEW PROCESS MAP (SIRPORC)
- DEFINE RESPONSIBILITIES.

### **MEASURE: PURPOSE – TO MEASURE BASELINE DATA (CURRENT STATUS):**

- **FIND CTPs**
- MAKE SAMPLING PLAN
- COLLECT BASELINE **DATA FOR CTQs AND CTPs**
- CALCULATE CURRENT PROCESS CAPABILITY (SIGMA LEVELS).

### **ANALYZE: PURPOSE – TO ANALYZE THE COLLECTED DATA:**

- UNDERSTAND NATURE OF VARIATION
- ANALYZE PROCESS MAPS
- FIND **ROOT CAUSES FOR BEHAVIOR OF CTPs**
- FIND **CORRELATION BETWEEN CTQ AND CTPs**
- SHORT-LIST SOLUTIONS FOR IMPLEMENTATION.

### **IMPROVE: PURPOSE – TO IMPLEMENT THE CHOSEN SOLUTIONS:**

- FINALISE THE SOLUTIONS TO BE IMPLEMENTED
- FMEA: RISK ASSESSMENT & RISK REDUCTION
- PILOT TRIALS OF THE SOLUTION - **VERIFICATION**
- FINE-TUNE SOLUTION BASED ON RESULTS OF PILOT
- FULL-SCALE IMPLEMENTATION: **FOCUS ON IMPROVING THE CTPs** – **VALIDATION**

### **CONTROL: PURPOSE - TO ENSURE THAT THE IMPROVEMENT IS SUSTAINED**

- AUTHENTICATE THE SAVINGS
- PREPARE REVISED DOCUMENTATION FOR THE NEW PROCESSES (SOPs, WIs)
- TRAIN PEOPLE FOR THE NEW DOCUMENTATION
- PREPARE AUDIT PLAN –TO ENSURE COMPLAINECE WITH NEW DOCUMENTATION
- DEVELOP **CONTROL CHARTS FOR CTQs AND CTPs.**