**Use Six Sigma’s DMAIC process to improve the paper airplane manufacturing process.**

**\*\* WENT TO SPARTRONICS CASE MEETING, DISCUSSED WITH RICK BEFORE CLASS AND HE SAID TO GO TO SPARTRONICS MEETING – This is all based on our previous airplane exercise. \*\***

* DEFINE the problem – What is the problem and what metric can be used to measure it?
* Throughput is lower than expected, the goal is to increase throughput by 20%
* MEASURE the baseline – What is the baseline performance of the metric described in the Define phase?
* Current throughput is 6 p/m, the goal is to increase to 7.2
* ANALYZE to determine root cause(s) – Using brainstorming and other techniques, what is the root cause of the problem described in the Define phase?
* The current bottleneck is person #3, all other steps are well above capacity.
* IMPROVE the identified root cause(s) – What solutions can you generate to resolve the root cause(s)? Implement them and measure the improvement.
* Reallocate tasks on person #3, move drawing the start to person #4 instead of #3. Retest if this shows enough improvement.
* CONTROL the improved process – What steps could be taken to ensure the process ‘stays fixed’?
* Monitor Throughput after the change to see if this caused long term success.