LEAN Continuous Improvement
DMAIC – Define, Measure, Analyze, Improve, Control

**DEFINE**
- Why must this project be done NOW?
- What is the business case for the project?
- Who is the customer?
- What is the current state?
- What will be the future state?
- What is the scope of the project?
- What are the tangible deliverables?
- What is the due date?

**CONTROL**
- During the project, how will I control risk, quality, cost, schedule, scope and changes to the plan?
- What types of progress reports should I send to sponsors?
- How will I assure that the business goals of the project were accomplished?
- How will I maintain the gains made?

**MEASURE**
- What are the key metrics for this business process?
- Are the metrics valid and reliable?
- Do we have adequate data on this process?
- How will I measure progress?
- How will I measure ultimate success?

**IMPROVE**
- What is the work breakdown structure for this project?
- What specific activities are necessary to meet the project’s goals?
- How will I re-integrate the various subprojects?
- Do the changes produce the desired effects?
- Any unanticipated consequences?

**ANALYZE**
- Current state analysis.
- Is the current state as good as the process can do?
- Who will help make the changes?
- What resources will we need?
- What could cause this change effort to fall?
- What major obstacles do I face in completing this project?