

1. Define

- **Problem Statement:**
Clearly articulate the issue affecting the process.
 - **Project Goals:**
Specify the objectives and desired outcomes.
 - **Stakeholders:**
List individuals or groups impacted by the project.
 - **Scope:**
Define the boundaries of the project (what's included and excluded).
 - **Timeline:**
Set key milestones and deadlines.
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2. Measure

- **Current Process Metrics:**
Document existing performance data.
 - **Data Collection Plan:**
Outline methods and tools for gathering data.
 - **Baseline Performance:**
Establish the starting point for improvement.
 - **Measurement Tools:**
List instruments or software used for measurement.
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3. Analyze

- **Root Cause Analysis:**
Identify underlying causes of the problem.
 - **Data Analysis:**
Interpret collected data to find patterns or anomalies.
 - **Process Mapping:**
Visualize the current process flow.
 - **Key Findings:**
Summarize insights gained from the analysis.
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4. Improve

- **Improvement Strategies:**
Propose solutions to address root causes.
 - **Implementation Plan:**
Detail steps to execute improvements.
 - **Pilot Testing:**
Describe any trial runs or simulations.
 - **Expected Outcomes:**
Predict the results of implemented changes.
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5. Control

- **Monitoring Plan:**
Establish methods to track ongoing performance.
- **Standard Operating Procedures (SOPs):**
Update or create SOPs to reflect changes.
- **Training Requirements:**
Identify any training needed for staff.
- **Sustainability Measures:**
Ensure long-term adherence to improvements.