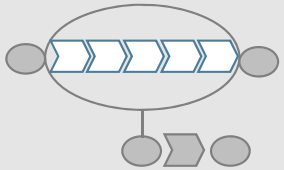
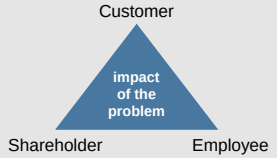
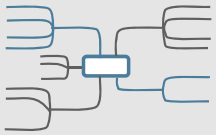
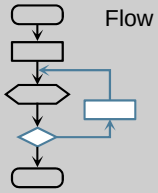
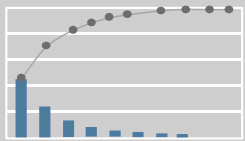
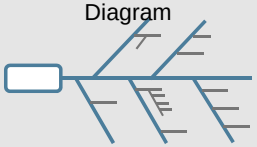
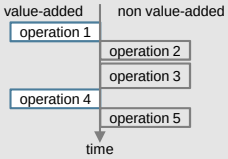
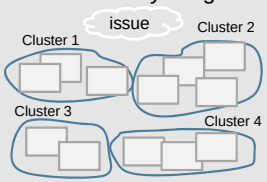
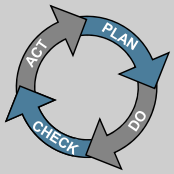
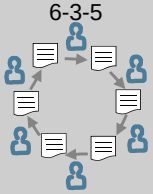
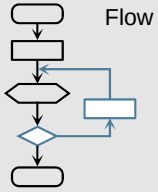
DMAIC-Roadmap
(focus of tools: administrative processes)

Six Sigma-Roadmap

Project Management

Phase	Main Tasks	Tools	Results
Define - Define improvement project	– Describe current situation – Generate process overview – Explore customers and their requirements – Define project	Process Delimitation  Impact Analysis  Mindmap 	– Overview of the situation to be improved – Clearly defined customer requirements – Project assignment
Measure - Determine the actual status	– Detail process flow – Acquire and analyse data – Determine process performance	Flow Chart  Data Collection Plan Pareto Diagram 	– Understanding of the situation based on facts an figures
Analyze - Identify relevant causes	– Identify main influencing variables – Quantify cause and effect correlation	Cause and Effects Diagram  Value Added Analysis  Affinity Diagram 	– Proven interrelationship of cause and effect
Improve - Develop and verify solution	– Develop potential solutions – Evaluate solutions and select solution – Test selected solution and prove effectiveness	PDCA  6-3-5  Utility Analysis	– Optimised and tested solution – Release for implementation
Control - Implement optimised solution and secure sustainability	– Embed solution within the organisational structure – Secure improvement sustainably	Flow Chart  Communication Plan Training 	– Improved status sustainably secured – Improvements and savings evaluated – Accepted implementation of improvement

	solution 1		solution 2	
criteria	weight	eval.	utility	eval.	utility
C_1	20	4	80	8	160
C_2	45	7	315	2	90
C_3	35	2	70	5	175
Σ(rank)			465 (1)		425 (2)

StEP-Up

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