Continuous Improvement Cycle (DMAIC or PDCA)

1. Define – What is our “Target Condition (TC)”?
   1. Make it visual
2. Measure – How did we do against our TC?
   1. Track results visually on a frequent basis
3. Analyze – What occurred that kept us from our TC? (if below expectation)
   1. Identify the problem
      1. Ask why 2x, 3x, 4x, 5x
      2. Go and see
      3. Inquire
   2. Possibly use A3 tool or other tools (brainstorm, fishbone, process map, etc.) to understand the problem and contributing causes
      1. Material
      2. Equipment
      3. Tools
      4. People
      5. Training
      6. Information
      7. Other
   3. Develop a solution(s) – actionable
4. Implement – Try a solution
   1. If it doesn’t work, repeat step 3
5. Control – Standardize the solution
   1. Document the new “one best way” (OBW)
   2. Ensure everyone is on board with the OBW

------------- REPEAT INDEFINITELY AND GET BETTER AT IT --------------