

DMAIC

DMAIC is an acronym for Define, Measure, Analyze, Improve, and Control, which is the root-cause analysis methodology used in the well-known Six Sigma program. DMAIC is used in many successful businesses, originating in Motorola and made famous by GE. During this class, participants will learn the basics of the DMAIC process and learn the importance of finding the true root cause of a problem. Many companies struggle with problems, errors and defects in their businesses that never seem to be solved. The DMAIC process can teach your teams how to find the actual root cause and truly fix the problem. Participants will learn the importance of using a structured problem solving approach when dealing with problems in any type of business. During the class, participants will get hands on experience with the most common tools used in each step of the DMAIC process.

Agenda:

- Systematic Problem Solving and Continuous Improvement
 - Necessary Human Behaviors for Successful Problem Solving
 - Defining a Problem
 - Classifications of Problems
 - Common Difficulties in Problem Solving
- Problem Solving Process and Related Tools
 - DMAIC Process Overview
 - Applicable Tools for each step of DMAIC
- Problem Solving Tools Practice
- Poka Yoke - Problem Prevention and Mistake Proofing
- Wrap Up