

QUICK TOOL FINDER

Step	Tool	Page
DMAIC Define	PICK Chart.....	23
	Project Charter.....	24
	SIPOC.....	30
	VOC Analysis.....	19
DMAIC Measure	Basic Statistics (mean, median, mode) ..	43
	Data Collection Plan	41
	Process Capability	48
	Process Mapping	35
DMAIC Analyze	5 Whys	83
	Brainstorming	58
	Box Plot	65
	Cause & Effect Diagram	78
	Histogram	66
	Non-Value-Added Analysis.....	60
	Pareto Chart.....	80
	Run Chart	70
Scatter Diagram.....	73	
DMAIC Improve	Continuous Flow.....	97
	FMEA	89
	Mistake Proofing.....	102
	Setup Reduction.....	95
	Solution Selection Matrix.....	100
DMAIC Control	5S	110
	Audit Plan.....	127
	Control Charts	114
	Control Plan.....	124
	Standard Operating Procedures	122
	Visual Management.....	112

CONTENTS

Acknowledgments	iii
How to Use This Pocket Guide	iv
Quick Tool Finder	vi
About the Author.....	x
Introduction	1
Six Sigma: What, Why, How	3
DMAIC Model.....	10
Roles and Responsibilities	11
DMAIC Tollgate Reviews.....	14
1 DMAIC : Define Phase	17
Identify Voice of the Customer (VOC).....	19
Conduct Project Selection	21
Create Project Charter.....	24
Assign Team.....	28
Create SIPOC.....	30
2 DMAIC : Measure Phase	33
Create Process Map.....	35
Conduct Measurement Systems Analysis (MSA).....	38
Collect Data.....	39
Calculate Basic Statistics.....	43
Calculate Six Sigma Capability Metrics.....	48

3 DMAIC : Analyze Phase	55
Identify Sources of Variation	57
Brainstorming	58
Non-Value-Added Analysis	60
Use Graphical Analysis for Screening	64
Box Plot	65
Histogram	66
Run Chart	70
Scatter Diagram	73
Cause & Effect Diagram	78
Pareto Chart	80
5 Whys	83
Use Statistical Analysis to Identify Critical Inputs (X's)	84
4 DMAIC : Improve Phase	87
Develop Solution	88
FMEA (Failure Mode and Effects Analysis)	89
Setup Reduction	95
Continuous Flow	97
Solution Selection Matrix	100
Mistake Proof Solution	102
Mistake Proofing	102
Pilot Solution	105

5 DMAIC : Control Phase	107
Validate Improved Process Capability and Measurement System	109
Implement Process Controls	
5S	110
Visual Management	112
Control Charts	114
Complete Project Documentation	
Standard Operating Procedures	122
Control Plan	124
Audit Plan	127
6 Advanced DMAIC : Advanced Tools: Green/Black-Belt Level	129
Benchmarking	129
Value Stream Map	131
Gauge Repeatability and Reproducibility (GR&R)	134
Process Capability	139
Hypothesis Testing	143
Design of Experiments	146
Acronyms	148
Glossary	149
Appendix A: Sigma Level to Yield Conversion	165
Appendix B: Control Chart Limits	167
Appendix C: Control Chart Constants	168
Index	169