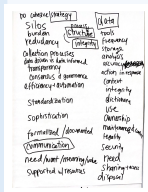
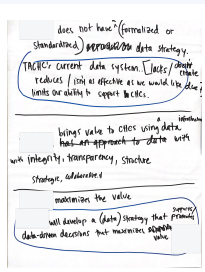
The DMAIC Way® A3 Storyboard

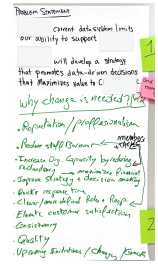
DEFINE & MEASURE

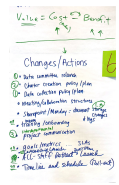
1. Define the problem or area you would like to change. Be specific.

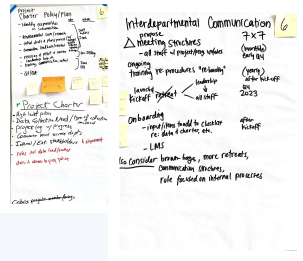
2. Why does this need to change or be improved?







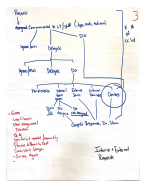


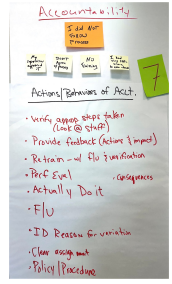


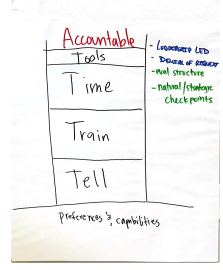
6. What actions will be taken and how will people be notified?

(Immediate and permanent fix, what else is impacted?)

3. What are the current process steps?







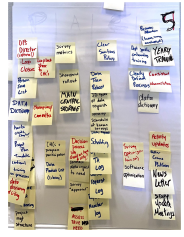
7. What will be put in place to prevent backslide?

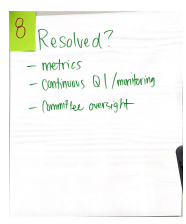
(What other processes/ systems are impacted, what metrics will be measured, what documents need updated, what training should be conducted/ created)

ANALYZE

4. What are the causes or gaps?

5. Why did the cause(s) occur or what are the options?





8. Is the issue resolved? Prove it, (show results).

9. Memorialize the work by storing your A3.

IMPROVE & CONTROL

The DMAIC Way® and The DMAIC Way® logo are registered trademarks of