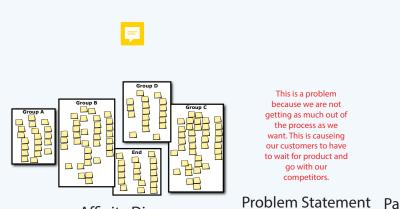# The DMAIC Way® A3 Storyboard

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?

Affinity Diagram

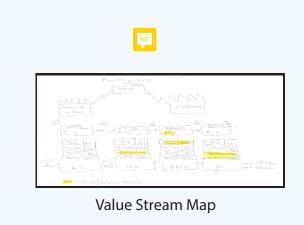This is a problem because we are not getting as much out of the process as we want. This is causeing our customers to have to wait for product and go with our competitors.

Problem Statement

Pareto or Run Chart

3. What are the current process steps?

Value Stream Map

Spaghetti Diagram

ANALYZE

4. What are the causes or gaps?

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

Affinity Diagram & Multivote

Fishbone & Multivote

Why?
Why?
Why?
Why?
5-Why

Priority Matrix
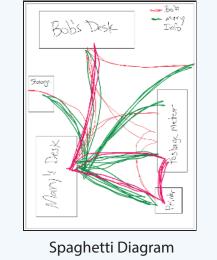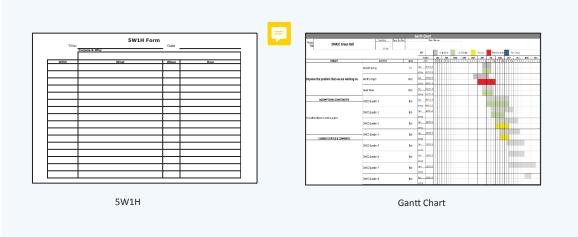
Brain Storming

5W1H

5W1H Form

Gantt Chart

IMPROVE & CONTROL

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

(Immediate and permanent fix, what else is impacted?)
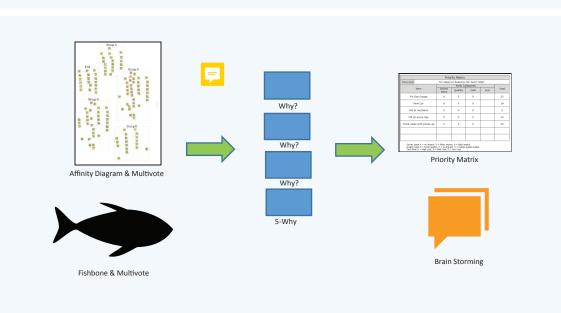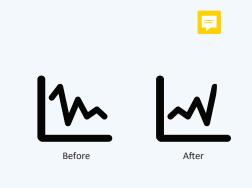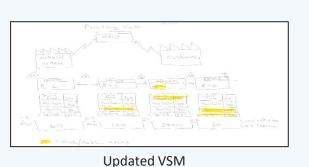
5W1H

5W1H Form

Gantt Chart

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)

Before

After

Updated VSM

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

9. Memorialize the work by storing your A3.