Defining
DMAIC

DMAIC (define, measure, analyze, improve, control) is an improvement process, with the steps summarized as follows:

- **Define**: State the problem, identify the goal(s), and outline the process to be modified, and specify customer(s).

- **Measure**: Establish process performance baselines and document the current process, validating how it is measured, and assessing baseline performance.

- **Analyze**: Get to the root cause of the problem, identify gaps between actual and goal performance, determine causes of those gaps, and rank improvement opportunities.

- **Improve**: Devise potential solutions, identify solutions that are easiest to implement, verify and validate recommendations, and implement actual improvements.

- **Control**: Sustain the changes made in the Improve phase, generate a detailed solution monitoring plan to prevent reverting back to the "old way", and maintain a workable transfer of responsibilities and established plans for long-term success.