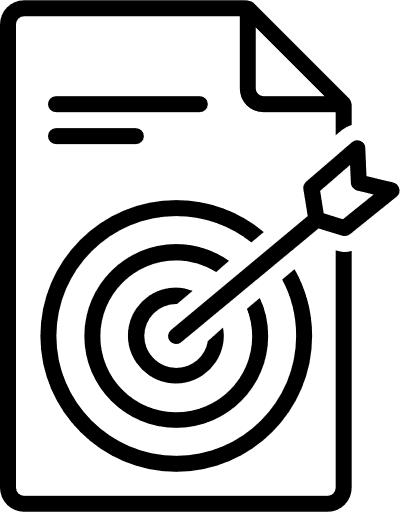
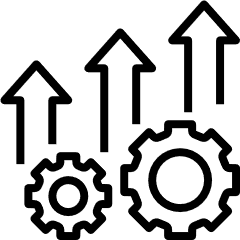
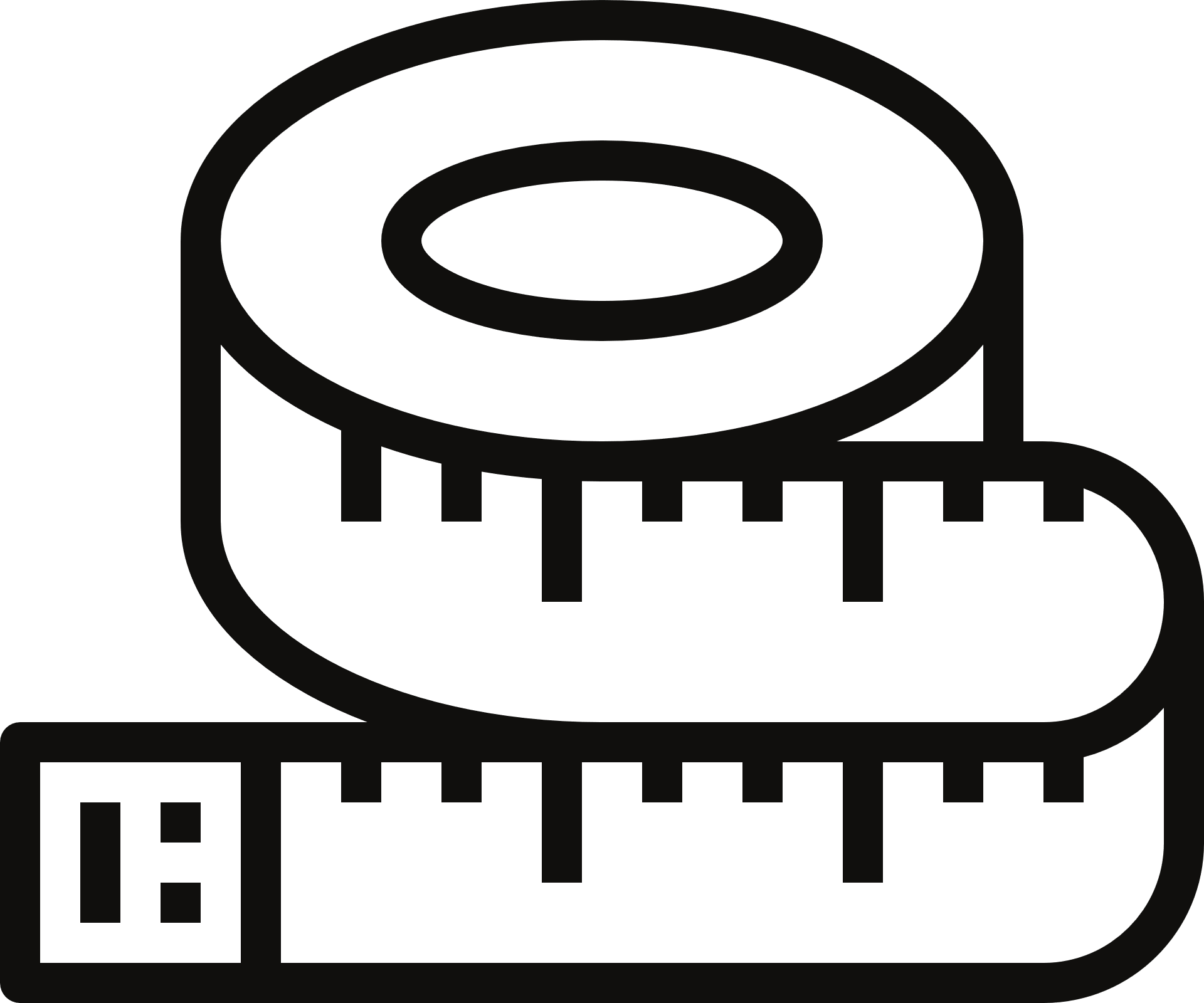
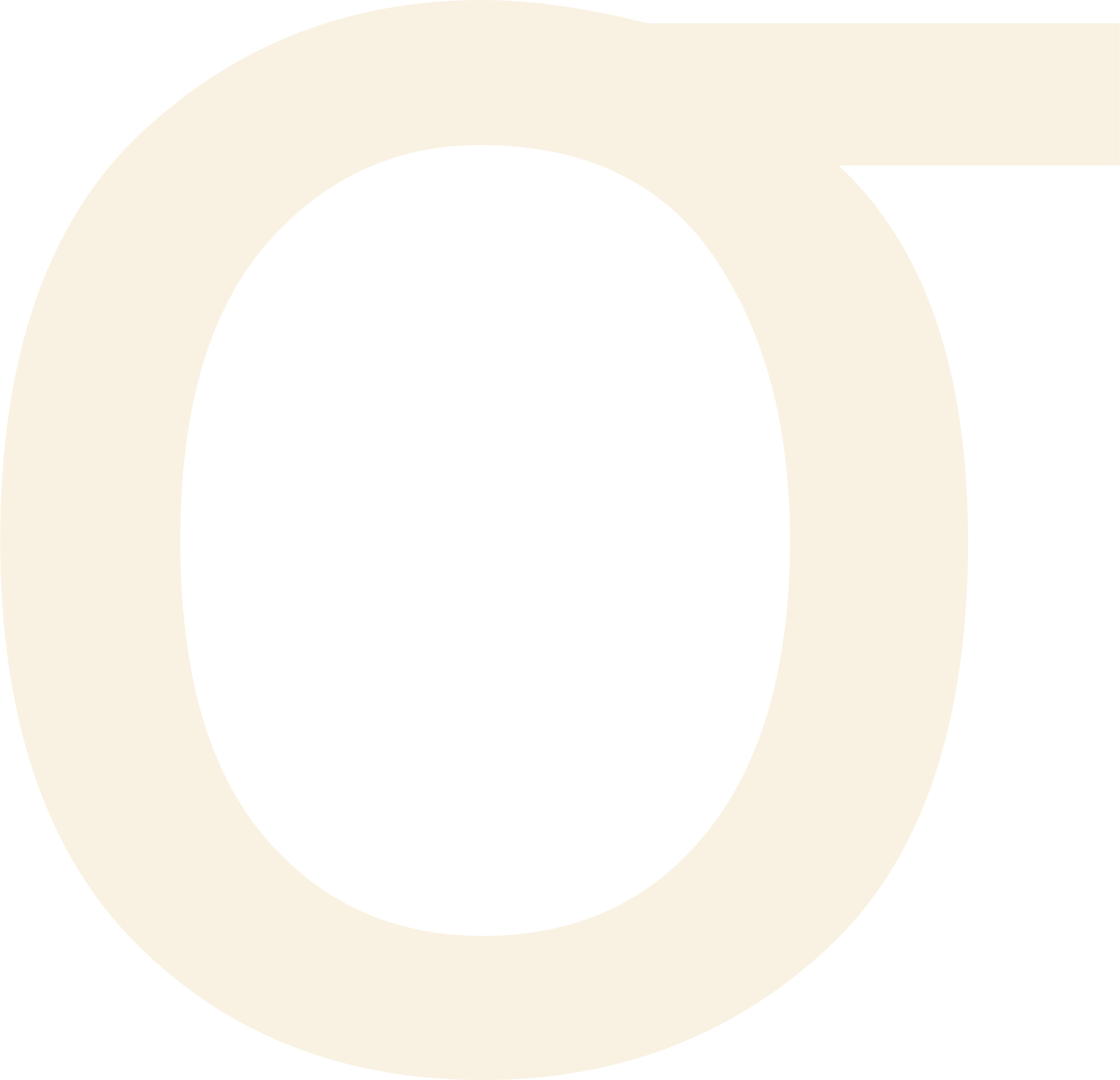
* Customer / Patient centric approach
* Build team
* Charter project
* Voice of customer
* Define the problem
* Set goals to achieve
* Find resources to achieve goal
* Map the process
* Document process
* Collect baseline data
* Capability analysis
* Narrow project focus
* Find how frequent is the problem
* Define performance metrics
* Analyze data
* Identify root cause
* Identify efficiency and effectiveness of process
* Identify variations and remove wates
* Design of experiments
* Generate solutions
* Discover relationship between variables
* Kaizen event
* Evaluate solutions
* Optinize solutions
* Plan & implement
* Quality control plan
* Validate project benefits
* Monitor process behaviour
* Mistake proofing



6



**Six sigma process map**

**Define**

**Measure**

**Analyze**

**Improve**

**Control**

