

ets SIX SIGMA DMAIC STORY CHECKLIST

Step	Checkpoint	Rating					Comments
		5	4	3	2	1	
DEFINE	1. The stakeholders and needs were identified.						
	2. An indicator measuring performance in meeting the need was developed.						
	3. A theme statement consistent with the indicator was developed, and the Cost of Poor Quality (COPQ) was determined.						
	4. A schedule for completing the five DMAIC steps was developed.						
	5. The sponsor signed off on the project's purpose, scope, and significance.						
MEASURE	6. Measurement and data collection systems were developed.						
	7. The theme was stratified from various viewpoints and a significant problem was chosen.						
	8. A target for improvement was established based on the stakeholders' needs.						
	9. The impacts of the target on the theme indicator and the COPQ were determined.						
	10. A problem statement that addressed the gap between the actual and target values was developed.						
ANALYZE	11. The sponsor signed off on the project's focus and target.						
	12. Cause and effect analysis was taken to the root level.						
	13. Potential causes most likely to have the greatest impact on the problem were selected.						
	14. A relationship between the root causes and the problem was verified with data.						
	15. The impacts of each root cause on the gap and the COPQ were determined.						
IMPROVE	16. The sponsor signed off on the verified root causes and impact on the gap.						
	17. Countermeasures were selected to address verified root causes.						
	18. The method for selecting the appropriate practical methods was clear and considered effectiveness and feasibility.						
	19. Barriers and aids were determined for countermeasures worth implementing.						
	20. The action plan reflected accountability, schedule, and cost.						
	21. A test pilot plan was implemented and evaluated to determine the capability to achieve the target established in the Measure Step.						
	22. Lessons learned from the pilot were incorporated into the full-scale action plan and the project's expected Return on Investment (ROI) was calculated.						
CONTROL	23. The sponsor signed off on the action plan and expected results.						
	24. The effects of countermeasures on the root causes were demonstrated.						
	25. The effects of countermeasures on the problem were demonstrated.						
	26. The improvement target was achieved and causes of significant variation were addressed.						
	27. The effects of countermeasures on the theme indicator representing the stakeholders' needs were demonstrated, and the project's actual ROI was calculated.						
	28. A method was established to document, permanently change, and communicate the revised process or standard.						
Future Plans Phase	29. Responsibility was assigned and periodic checks scheduled to ensure compliance with the revised process or standard.						
	30. Specific areas for replication were identified.						
	31. Any remaining problems of the theme were addressed.						
	32. Lessons learned, P-D-C-A of the ets DMAIC Method, and team growth were assessed and documented.						
	33. The sponsor signed off on the results and next steps.						

Rating Legend:

- 5 = Checkpoint Fully Satisfied
- 4 = Meets Most Criteria of Checkpoint
- 3 = Meets Minimal Requirement of Checkpoint
- 2 = Checkpoint Somewhat/Partially Satisfied
- 1 = Checkpoint Not Addressed

TOTAL POINTS

AVERAGE

%

**Passing Score = Average Score of 4.0 or better and 80% or above, through the Improve Step.*

Average = Total Points Scored ÷ # of Checkpoints Completed
 % = 100 x (Steps 1-5 Checkpoints Total Points Scored) ÷ (Steps 1-5 Checkpoints Total Possible Points)

ets Facilitator:	
_____ NAME _____	_____ DATE _____

Project Sponsor Signoff:	
_____ NAME _____	_____ DATE _____