

ets Process DMADV Method Steps and Checkpoints – A Systematic Approach for Designing a New Process

Steps	DMADV Checkpoints	
1 DEFINE	Step 1 Define: Select the process and state its objective.	PLAN
	1. Key work processes were identified and prioritized according to stakeholder impact and the need to improve.	
	2. A top priority process was selected.	
	3. The process owner and sponsor were identified.	
	4. The process objective was stated.	
	5. An action plan for completing the DMADV steps was completed.	
2 MEASURE	6. The sponsor signed off on the process and its management structure.	
	Step 2 Measure: Develop measures which represent customer requirements.	
	7. The customers and their requirements were identified.	
	8. Quality outcome measures representing customer requirements were developed.	
	9. In-process measures which drive the outcome measures were developed.	
3 ANALYZE	10. Standards, targets, or limits were developed for all measures.	
	11. The sponsor signed off on the measurement system.	
	Step 3 Analyze: Quantify the process' significance.	
	12. A method for collecting baseline data for all measures was developed.	
	13. The process was conceptualized and a flow chart was developed.	
	14. The process was evaluated for potential waste.	
4 DESIGN	15. The Cost of Poor Quality and pain to key stakeholders were quantified.	
	16. The sponsor signed off on the quantified significance of the process.	
	Step 4 Design: Develop the Process Control System	
	17. The detailed flow chart was developed and finalized using the 9 rules.	
	18. Duration, variation, and other key factors were identified, as appropriate.	
	19. The process flow was reviewed for efficiency: (a) Determine the "Best Path" to the desired outcomes; (b) Create "bridges" to reduce time and waste; (c) Determine the innovations, technology, and training required to maximize the process' efficiency.	
	20. In-process measures were confirmed and noted on the flow chart.	
	21. The Process Control System was finalized.	
5 VERIFY	22. Data were collected and all measures were populated to commence monitoring.	DO
	23. Initial results were reviewed and adjustments were made to measures, limits, and targets, as appropriate.	
	24. The sponsor signed off on the Process Control System.	
5 VERIFY	Step 5 Verify: Implement the Process Control System	CHECK
	25. The process was evaluated for stability (e.g. six interpretation approaches).	
	26. The process was evaluated for capability (e.g. histograms).	
	27. A method was established to ensure process standards continuously reflect customer requirements (e.g. procedures, training, and replication).	ACT
	28. The linkage / role of the process in the organization's management system was noted: (a) Work Systems; (b) Key Performance Indicators; (c) Strategic Plan.	
29. Lessons learned were documented.		
	30. The sponsor signed off on the DMADV process.	