

MILESTONE

*Providing Stepping Stones
Along the Path to Success*



A WOMAN-OWNED
SMALL BUSINESS

DMAIC
METHODOLOGY

When you run into a problem on a project, the first thought most of us have is “How do I fix this?”. While there are many problem resolution strategies, we want to highlight one that is often used in Agile projects for this *Milestone*.

Six Sigma’s Define, Measure, Analyze, Improve, and Control (DMAIC) process is a quality improvement and problem-solving method used to improve business performance. During the DMAIC process, improvement happens project by project. In this instance, a project is defined as a problem scheduled for a solution. This means management has decided it is important enough to schedule the resources it needs to get the problem solved. A quality improvement project is a problem that must be resolved to reduce waste, improve customer satisfaction, or improve quality levels (defects). This is usually a process, customer, or product issue.

Define

When defining the problem, one must outline the borders of the project. In this stage, stakeholders agree on the parameters that will define the project, scope, and budgetary items. The customer’s needs are aligned with project goals, and team development takes place as the project begins to take shape.

Measure

The project team assesses the current baseline performance of the problem and collects and interprets the available data on current performance during the measure phase. This often leads to a redefining of the problem to focus on the most pressing issues. The team also creates a detailed map of all interrelated business processes to explain areas of possible performance enhancement.

Analyze

During the analyze phase, the project team collects and uses data to prove theories of root cause or causes of the problem. By the conclusion of this phase, the team will have narrowed down their multiple theories to a vital potential few root causes to test and prove true or false.

Improve

Improving is when the project team begins the remedial journey and begins acting on what they have learned by making improvements. Teams and stakeholders devise methods to address the process deficiencies uncovered during the data analysis process, groups finalize and test a change that is aimed at mitigating the ineffective process, and improvements are ongoing and include feedback analysis and stakeholder participation.

Control

The objective of the last stage of the methodology is to develop metrics that help leaders monitor and document continued success. This is when the project team ensures that gains made during the improve phase are held and the problem does not recur.

<https://www.villanovau.com/resources/six-sigma/six-sigma-methodology-dmaic/>
<https://www.juran.com/blog/dmaic-attaining-superior-quality-sustainable-results/>

Join Dr. Mathis on Friday, September 10 for our free *DMAIC Methodology* webinar. If you cannot attend, a replay link will be sent out after the webinar. To register, go to **www.themathisgroup.com/webinars**.

UPCOMING FREE WEBINAR

DMAIC METHODOLOGY

FRIDAY,
SEPTEMBER 10

10:00 - 11:00 AM CST

1 PDU

TO REGISTER, GO TO
www.themathisgroup.com/webinars



PROJECT QUALITY MANAGEMENT - 2 DAY

PDU's - 13

PMI's Talent Triangle Breakdown

Technical - 12.25

Leadership - 0.25



face-to-face



virtual
instructor-led

Course Description: In this two-day course, participants will focus on additional planning of the project while examining issues such as how to keep continuous improvement, symptoms of quality concerns, and how to maintain quality throughout the project. In addition, participants will study techniques and theories taught by Drs. Deming and Juran as foundations for implementing new quality plans. Specifically, this course will focus on conducting risk analysis, problem solving, handling conflict, and maintaining quality throughout the entire project. This course will follow one or more of Project Management Institute's knowledge areas of the *PMBOK® Guide*.

Course Objectives:

Objective 1: Compare old and new philosophies in project management

- Define quality for today's projects
- Identify a prevention mentality rather than a reactive one
- Evaluate data that must be analyzed

Objective 2: Predict characteristics to the cost of quality in projects

- Choose techniques for involving co-workers
- Evaluate Deming's seven deadly diseases
- Identify Juran's six-step approach to quality

Objective 3: List steps for creating a quality action plan in projects

- Discuss implementation of the quality action plan
- Examine ways of monitoring the quality action plan
- Identify the strengths and weaknesses of Gantt charting
- Discuss the strengths and weaknesses of CPM charting

Objective 4: Define the processes of Project Quality Management

- Examine the process of Plan Quality Management
- Examine the process of Manage Quality
- Examine the process of Control Quality

Problem Solving Module

Objective 5: Classify who should be on the problem-solving team

- Evaluate why participation helps solve the problem faster
- Discuss benefits of problem-solving analysis in projects
- Review what influences the problem-solving experience in projects
- Define the problem-solving processes for successful projects

Objective 6: Examine creative solutions in solving project plans

- Compare what to do if you inherit a goofy solution
- Perform a SWOT Analysis
- Evaluate the four steps to Force Field Analysis
- Discuss the benefits of Force Field Analysis

Objective 7: Evaluate how to implement the solution

- Discuss seven keys to problem solving implementation
- Identify the seven reasons for implementation failure



A WOMAN-OWNED SMALL BUSINESS (WOSB)



Providing quality, customized training and consulting services that inspire, educate, and equip organizations to be better tomorrow than they are today.

DR. KEITH MATHIS, PMP, PMI-ACP, CSM
WANDA MATHIS, M.ED. PMI-ACP

PROJECT MANAGEMENT TRAINING

OVER 60 PROJECT MANAGEMENT COURSES REGISTERED WITH PMI

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VALUES STATEMENT

Every person has worth and should be treated with respect.

AREAS OF EXPERTISE

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