DMAIC A3 Storyboard

Define & Measure

1. Define the problem or area you would like to change. Be specific. 2. Why does this need to change or be improved?

This is a problem because we are not getting as much out of the process as we want. This is causeing our customers to have to wait for product and go with our competitors.

Problem Statement

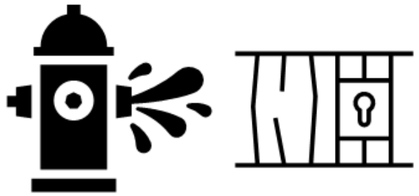
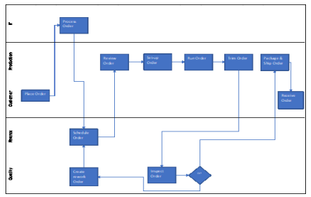


Photo or example of problem

3. What are the current process steps?

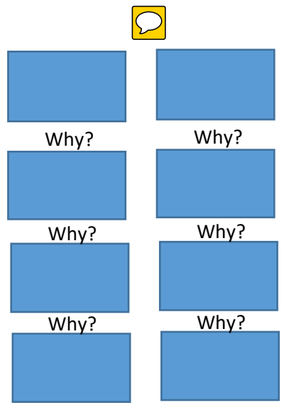


Flow Chart

Spaghetti Diagram

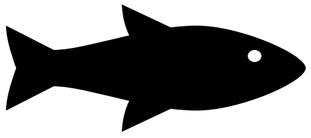
4. What are the causes or gaps? & 5. Why did the cause(s) occur or what are the options?

Affinity Diagram & Multivote



5-Why 5-Why

Brain Storming Options



Fishbone & Multivote

Improve & Control

6. What actions will be taken and how people will be notified?
(Immediate and permanent fix, what else is impacted?)

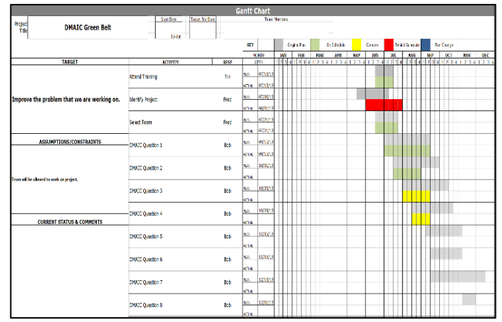
5W1H Form

Title: Date

Purpose & Why:

WHO	What	When	How

5W1H



Gantt Chart

7. What will be put in place to prevent backslide?
(What other processes/systems are impacted, what metrics will be measured, what documents need updated, what training should be conducted/created)

5W1H Form

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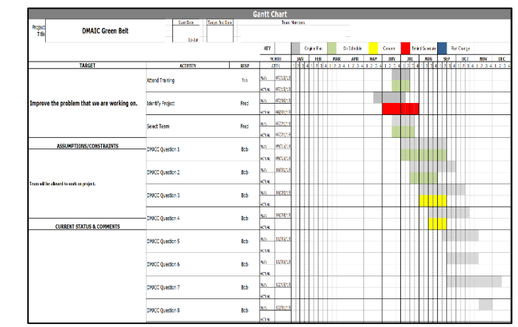

Gantt Chart

8. Is the issue resolved? Prove it, (show results).

Before

After

9. Memorialize the work by storing your A3.

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DMAIC A3 Storyboard

Define & Measure

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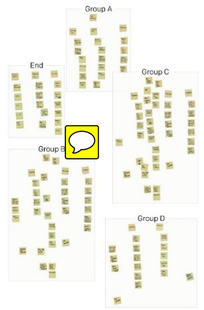
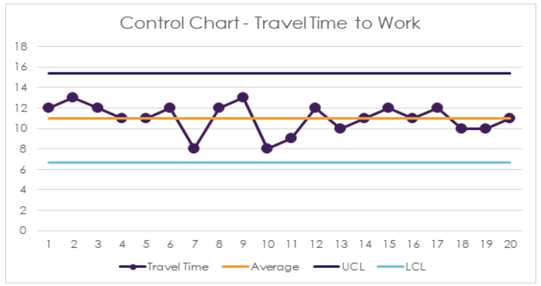


Affinity Diagram

This is a problem because we are using more material than we should be. ie excess material use causes us to spend more money than we need to.

Problem Statement



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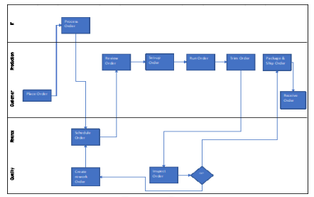

Flow Chart

SIPOC OF BOOK PUBLISHING

SUPPLIERS	INPUTS	CTQ	PROCESS	OUTPUT(S)	CUSTOMER(S)	CUSTOMER TYPE
Dell	Computer	N	Writing a Book	Draft of Book	Myself	Internal
School	My Brain	N			Publisher	External
Experience	My Brain	Y				
Microsoft	MS Word	N				
Microsoft	MS Word	N	Editing	Author Copies of Book	Myself	Internal
Publisher	Publishers Brain & Strategy	Y			Trused Advisors	External
					Editor	External
					Clients	External
Trusted Advisors	Experience & Brains	Y	Printing & Selling	Published Book	Myself	Internal
Publisher	Publishers Brain & Strategy	Y			Amazon	External
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SIPOC

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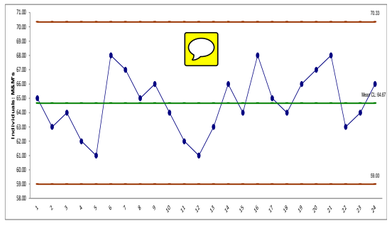
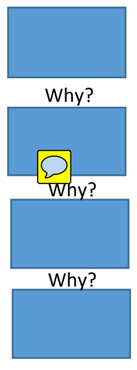


Process Capability



5-Why

Priority Matrix					
Focus Area	Fix ideas for Reasons Car Won't Start				
Item	Rank Categories				Total
	Solves Issue	Quality	Cost	N/A	
Fix Gas Gauge	9	5	9		23
New Car	9	9	0		18
Yell at mechanic	0	0	9		9
Fill up every day	9	0	5		14
Track miles with phone ap	5	5	5		15

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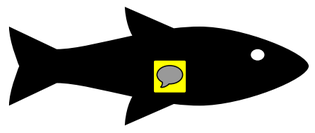
Priority Matrix



Fishbone & Multivote

Brain Storming

Improve & Control

6. What actions will be taken and how people will be notified?
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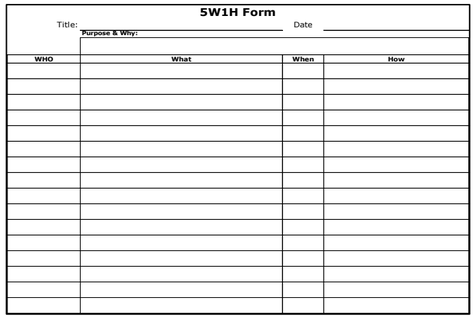
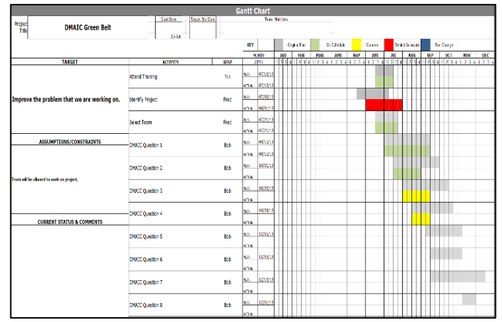


5W1H



Gantt Chart

7. What will be put in place to prevent backslide?
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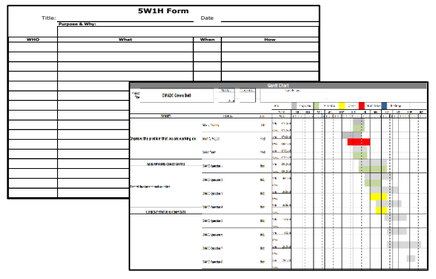
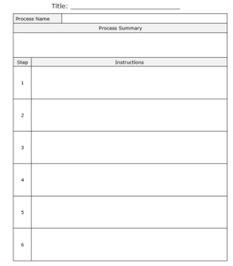
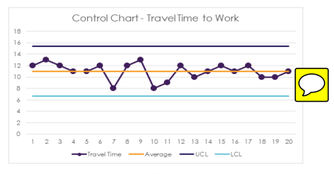


5W1H and/or Gantt

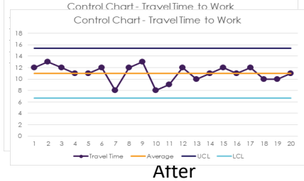


SOP

8. Is the issue resolved? Prove it, (show results).



Before



After

9. Memorialize the work by storing your A3.

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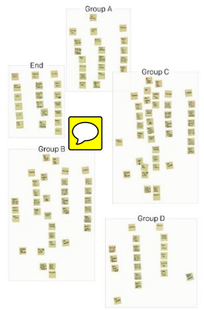
DMAIC A3 Storyboard

Define & Measure

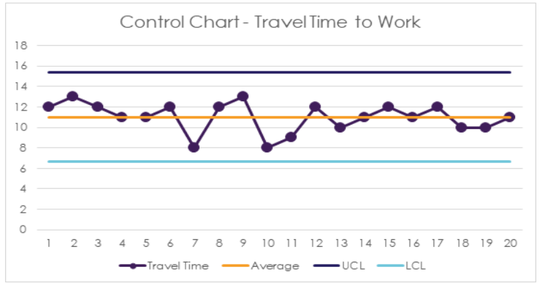
1. Define the problem or area you would like to change. Be specific. 2. Why does this need to change or be improved?



Affinity Diagram

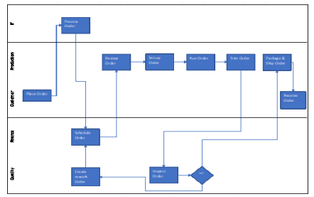
This is a problem because we need to make su process is made as we expand our business. It is important as we grow to ensure consistency and clarity.

Problem Statement



Control Chart

3. What are the current process steps?



Flow Chart (high level)

SIPOC OF BOOK PUBLISHING

SUPPLIERS	INPUTS	CTQ	PROCESS	OUTPUT(S)	CUSTOMER(S)	CUSTOMER TYPE
Dell	Computer	N	Writing a Book	Draft of Book	Myself	Internal
School	My Brain	N			Publisher	External
Experience	My Brain	Y				
Microsoft	MS Word	N				
Microsoft	MS Word	N	Editing	Author Copies of Book	Myself	Internal
Publisher	Publishers Brain & Strategy	Y			Trused Advisors	External
					Editor	External
					Clients	External
Trusted Advisors	Experience & Brains	Y	Printing & Selling	Published Book	Myself	Internal
Publisher	Publishers Brain & Strategy	Y			Amazon	External
					Clients	External

SIPOC

4. What are the causes or gaps? & 5. Why did the cause(s) occur or what are the options?

Analyze

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Publisher	Publishers Brain & Strategy	Y			Trused Advisors	External
					Editor	External
					Clients	External
Trusted Advisors	Experience & Brains	Y	Printing & Selling	Published Book	Myself	Internal
Publisher	Publishers Brain & Strategy	Y			Amazon	External
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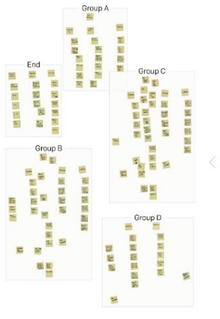
SIPOC



Affinity Diagram

Brain Storming

Priority Matrix

Focus Area: Fix ideas for Reasons Car Won't Start

Item	Rank Categories: Solves Issue	Quality	Cost	N/A	Total
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Priority Matrix

Improve & Control

6. What actions will be taken and how people will be notified?
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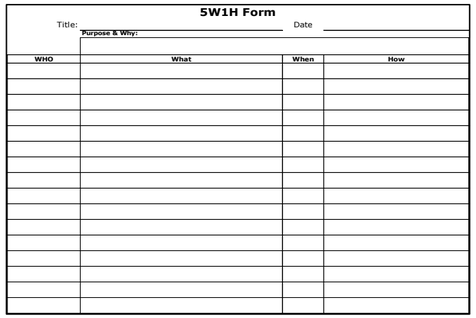
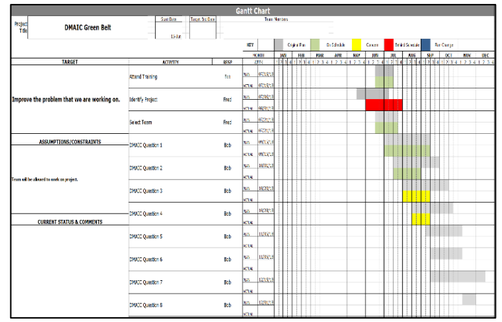


5W1H



Gantt Chart

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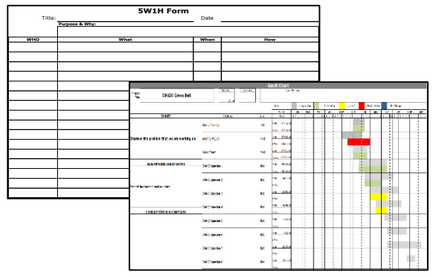

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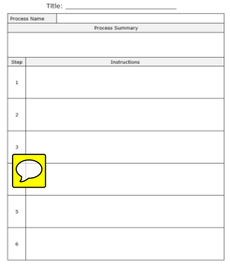

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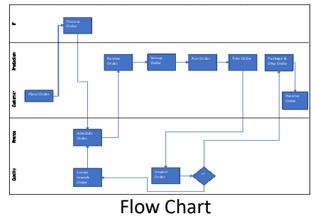

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Before

After

9. Memorialize the work by storing your A3.

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DMAIC A3 Storyboard

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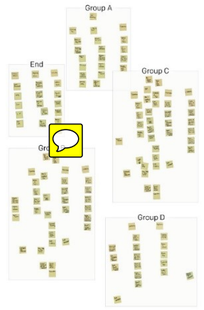
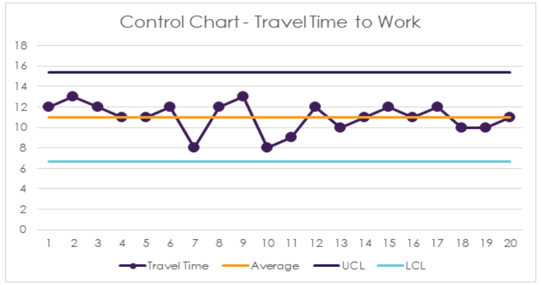


Affinity Diagram

We are performing well in our deparment and we want to make sure we keep this level of performance and customer satisfaction.

Problem Statement



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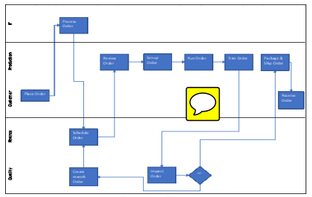

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SOP

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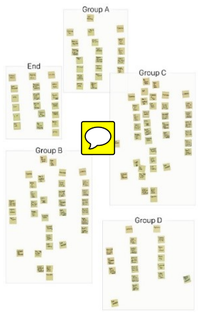

Affinity Diagram

Brain Storming

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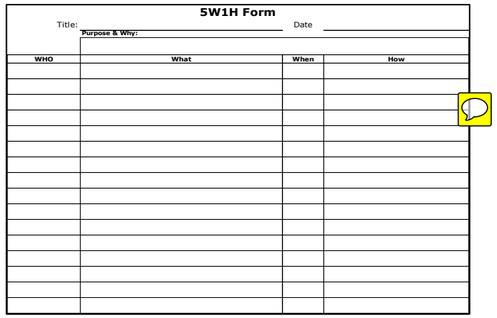

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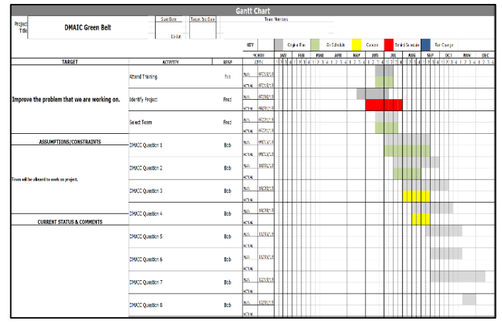

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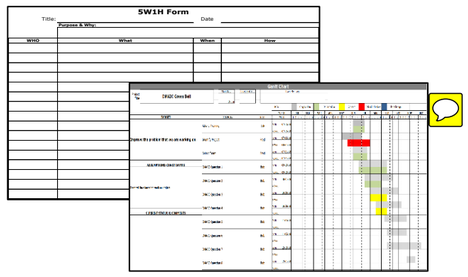

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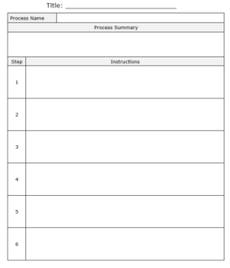

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Microsoft	MS Word	N				
Microsoft	MS Word	N	Editing	Author Copies of Book	Myself	Internal
Publisher	Publishers Brain & Strategy	Y			Trused Advisors	External
					Editor	External
					Clients	External
Trusted Advisors	Experience & Brains	Y	Printing & Selling	Published Book	Myself	Internal
Publisher	Publishers Brain & Strategy	Y			Amazon	External
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SIPOC

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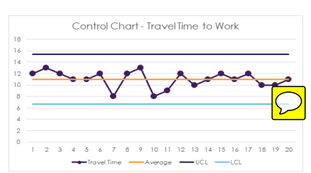

Before

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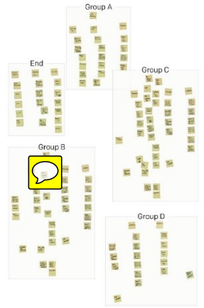

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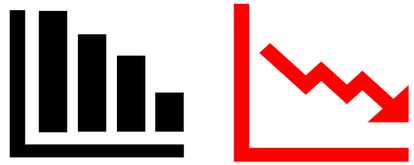
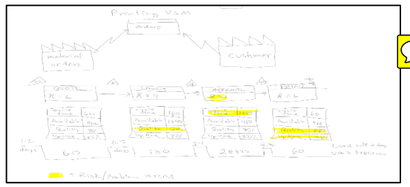


Pareto or Run Chart

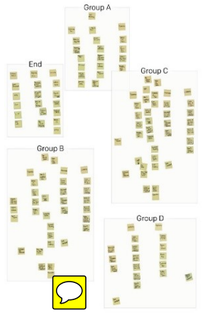
3. What are the current process steps?



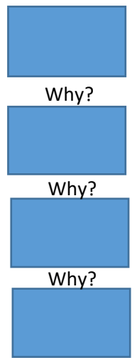
Value Stream Map

Spaghetti Diagram

4. What are the causes or gaps? & 5. Why did the cause(s) occur or what are the options?



Affinity Diagram & Multivote

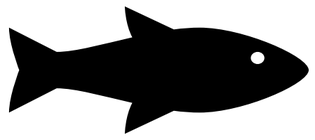


5-Why

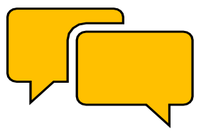
Priority Matrix					
Focus Area	Fix Ideas for Reasons Car Won't Start				
Item	Rank Categories				Total
	Solves Issue	Quality	Cost	N/A	
Fix Gas Gauge	9	5	9		23
New Car	9	9	0		18
Yell at mechanic	0	0	9		9
Fill up every day	9	0	5		14
Track miles with phone ap	5	5	5		15

Solves Issue 0 = no impact, 5 = likely impact, 9 = high impact
Quality Rank 0 = hurts quality, 5 = no impact, 9 = makes quality better
Cost Rank 0 = High cost, 5 = Med Cost, 9 = Low Cost

Priority Matrix



Fishbone & Multivote



Brain Storming

Improve & Control

6. What actions will be taken and how people will be notified?
(Immediate and permanent fix, what else is impacted?)

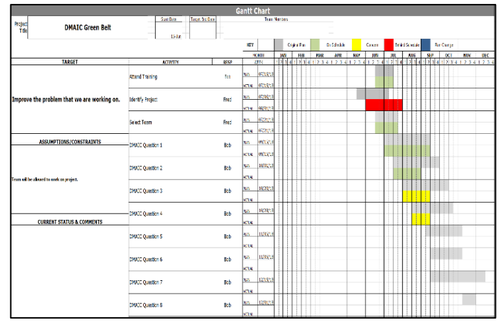
5W1H Form

Title: Date

Purpose & Why:

WHO	What	When	How

5W1H



Gantt Chart

7. What will be put in place to prevent backslide?
(What other processes/systems are impacted, what metrics will be measured, what documents need updated, what training should be conducted/created)

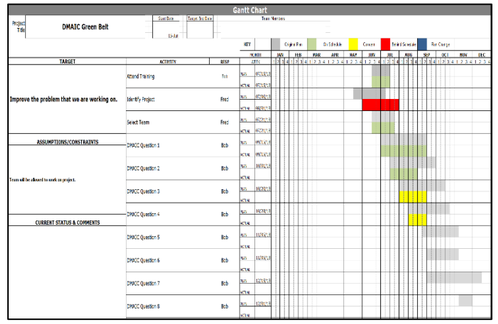
5W1H Form

Title: Date

Purpose & Why:

WHO	What	When	How

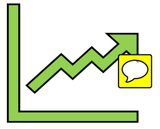
5W1H



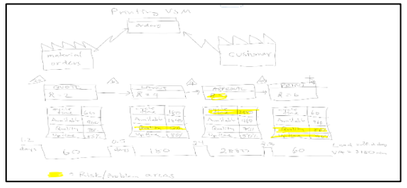
Gantt Chart

8. Is the issue resolved? Prove it, (show results).

Before



After



Updated VSM

9. Memorialize the work by storing your A3.

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