



? What is It

Identify all **relevant elements** of a process improvement project **before** work begins.

🕒 When

- To **define a complex project** that we may not have **scoped** well or is **unclear**.
- During the **Define** Phase of **DMAIC**.
- When **designing** new processes.

🎯 Goals

- Provide **high-level** summary of a process.
- **Understand** the Inputs and Outputs roles.
- **Facilitate** process design, process boundaries, and problems scope.

📝 How

1. Fix the **START** and **END** of the underlying process.
2. Draw up a **rough diagram** of the process to be optimized in **FIVE** to **EIGHT** process steps.
3. Place the single process steps in their correct **SEQUENCE**. Use a sentence with a noun and a verb.
4. Identify the key **INPUTS** (what is put into the process), **SUPPLIERS** (who delivers the input), and **OUTPUTS** (the important results which the process delivers).
5. Describe the key **CUSTOMERS** as receivers of the essential output. Remember that the customers can be **INTERNAL** or **EXTERNAL**.
6. **Verify** the recorded information with the team and the **relationships** between supplier and customers are relevant to the process inputs and outputs.

👉 Hints

- ✓ Fix the **START** and **END** of the underlying process.
- ✓ Draw up a **diagram** of the process to be optimized in **FIVE** to **EIGHT** process steps.
- ✓ When paying attention to the stop and start markers, always **begin** with the **process**. The **sequence P-O-C-I-S** makes sense.

📄 Example

