

Six Sigma

Measure Phase



Measure – How are we doing?

- Key Deliverables
 - **Input, Output Process Indicators**
 - Operational Definitions
 - Measurement System Analysis
 - Data measurement Plans
 - Data collection Forms
 - Baseline Performance

Other Deliverables

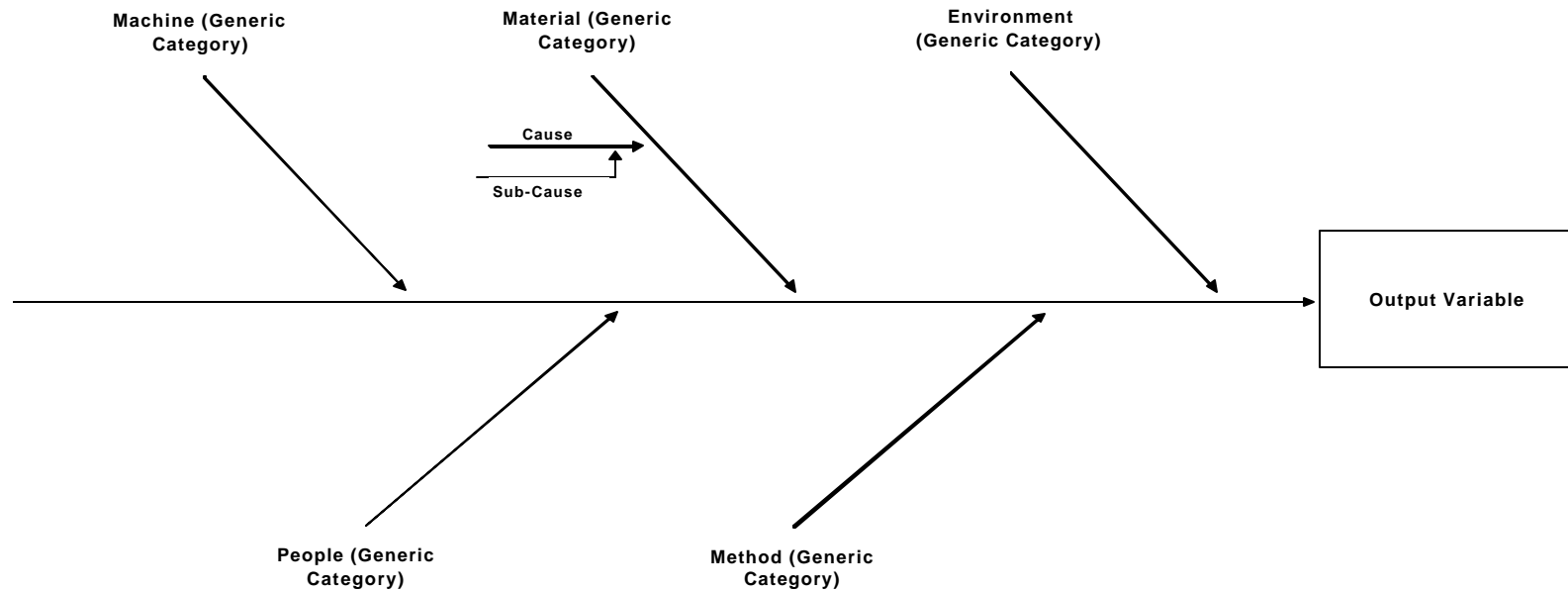
- Operational Definitions
 - A precise definition of the specific Y to be measured
- Data measurement Plans
 - who, where, when the data will be collected and what will be done with data collected.
- Measurement System Study
 - To ensure the quality of the measurements obtained before using them in any analyses or decision-making.
- Data collection Forms
 - Forms to manually collect data.
- Baseline Performance
 - To document the “as-is” performance of the process. (Cp, Cpk etc)

Input, Output Process Indicators

- Y is an output performance measure
 - Output indicators or performance measures (Y's) should be derived from the Voice of the Business and the Voice of the Customer.
 - Remember that “what gets measured is what gets done.” Make sure that your Y's will drive the desired behavior.
- X's are key input and process measures.
 - Machine Settings
 - Training Hours
 - Process Variables

Cause and Effect Diagram

Major Categories of Causes of Problem Statement



Cause and Effect Matrix

	Output #1	Output #2	Output #3	Output #4	<<<<Output Indicators <<<<<<<Importance
	10	2	4	6	
----- Input/Process Indicators -----	----- Correlation of Input to Output -----				----- Total -----
X 1	1	3	0	5	46
X 2	3	1	1	3	54
X 3	3	9	3	9	114
X 4	9	3	9	3	150
X 5	9	0	3	3	120
					0
					0
					0

SCALE : 0=NONE 1=LOW 3=MODERATE 9=STRONG