

Module 02 - Basic Six Sigma Concepts and Terminology

What is DMAIC?

DMAIC stands for Define, Measure, Analyze, Improve, and Control — and it's a structured, data-driven approach used to solve problems and improve processes.

- Define – Clearly identify the problem, the project goals, and the customer requirements. This step sets the foundation for the entire project.
- Measure – Collect relevant data to understand the current performance of the process. Without data, we're just guessing.
- Analyze – Investigate the data to identify root causes of the problem. This helps us understand why the issue is happening.
- Improve – Develop and implement solutions that directly address the root causes. This is where real change happens.
- Control – Put systems in place to sustain the improvements and ensure the problem doesn't come back

Variation

Variation refers to the degree of difference or inconsistency in a process or product when compared to a standard or expected outcome.

Definition

The degree of difference or inconsistency in a process or product compared to a standard or desired outcome.

Why is this important?

Because **managing variation is key to ensuring quality and stability**. In Six Sigma, our goal is to reduce variation as much as possible, so we can deliver a consistent, predictable output every time — whether it's a product or a service.

Quality

Definition

The measure of how well a product or service meets customer requirements and expectations.

Why is this important?

Because quality directly impacts customer trust, satisfaction, and loyalty. Organizations that consistently deliver high-quality products or services build stronger relationships with customers and importantly, they reduce costs linked to rework, defects, and returns.

Ontario Business Excellence Incorporation, Canada.

Info@obexcellence.com | www.obexcellence.com

Six Sigma White Belt Support

2025



Defects

Definition

Specific faults or errors in a product or process that fail to meet defined quality standards.

Why does this matter?

Because every defect impact quality, customer satisfaction, and cost. The more defects a process produces, the more rework, waste, and customer complaints a company faces.

Defectives

Definition

Entire products or units that are considered unfit for use due to one or more defects.

This distinction is important. A single product can have multiple defects, but it only takes one critical defect to make the entire item unusable.