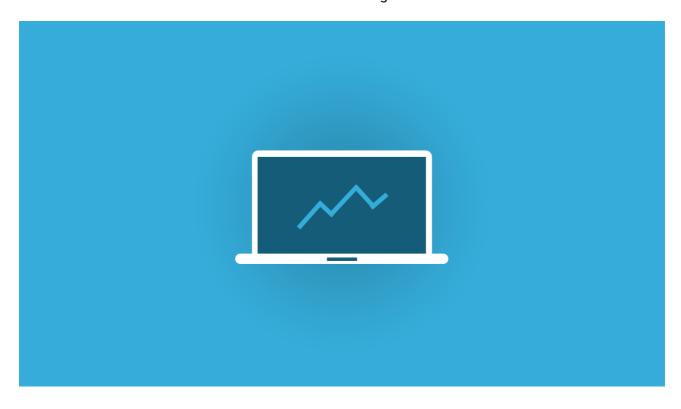
Business Management

Phases Of Six Sigma



DEFINE Who is the customer and what are their needs? MEASURE How is the process defined and how are defects measured? ANALYZE What are the most important causes of the defects? IMPROVE How can the causes of the defects be eliminated? CONTROL

What actions are needed to sustain improvement?