

# 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?