

Define Phase – Basics & Use Cases

Module 1: Introduction to Define Phase

- What is the Define phase in Six Sigma
- Importance of clearly defining the problem
- Role of Define phase in project success
- Overview within the DMAIC framework

Module 2: Key Concepts in Define Phase

- Problem statement and goal setting
- Voice of Customer (VOC)
- Critical to Quality (CTQ)
- Project scope (in-scope vs out-of-scope)
- Stakeholder identification

Module 3: Basic Tools Used

- Project Charter (overview)
- SIPOC diagram (high-level process view)
- Stakeholder mapping basics
- Understanding business case

Module 4: Use Cases of Define Phase

- Identifying process issues in operations
- Customer complaint handling scenarios
- Service delay and inefficiency cases
- Real-life examples across industries

Module 5: Activity & Wrap-Up

- Draft a simple problem statement
- Identify stakeholders for a sample process
- Key takeaways and practical understanding