**Sig Sigma (DMAIC)**

- **Define** a problem or improvement opportunity.
- **Measure** process performance.
- **Analyze** the process to determine the root causes of poor performance; determine whether the process can be improved or should be redesigned.
- **Improve** the process by attacking root causes.
- **Control** the improved process to hold the gains.

**Lean**

- Specify value from the standpoint of the end customer by product family.
- Identify all the steps in the value stream for each product family, eliminating whenever possible those steps that do not create value.
- Make the value-creating steps occur in tight sequence so the product will flow smoothly toward the customer.
- As flow is introduced, let customers pull value from the next upstream activity. As value is specified, value streams are identified, wasted steps are removed, and flow and pull are introduced, begin the process again and continue it until a state of perfection is reached in which perfect value is created with no waste.