

Indian Standard
QUANTITATIVE METHODS IN PROCESS
IMPROVEMENT — SIX SIGMA
PART 1 THE DMAIC METHODOLOGY

1 Scope

This part of ISO 13053 describes a methodology for the business improvement methodology known as Six Sigma. The methodology typically comprises five phases: define, measure, analyse, improve and control (DMAIC).

This part of ISO 13053 recommends the preferred or best practice for each of the phases of the DMAIC methodology used during the execution of a Six Sigma project. It also recommends how Six Sigma projects should be managed and describes the roles, expertise and training of the personnel involved in such projects. It is applicable to organizations using manufacturing processes as well as service and transactional processes.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

ISO 13053-2, *Quantitative methods in process improvement — Six Sigma — Part 2: Tools and techniques*