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COURSE BROCHURE

DMAIC Improvement Project Training Course for Team Leaders

2 – 6 May 2027
Online

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Registered in the United Kingdom and Saudi Arabia

DMAIC Improvement Project Training Course for Team Leaders

Ref: 2204_81493 **Date:** 2 – 6 May 2027 **Location:** Online **Fees:** 1900 GBP

DMAIC Improvement Project training is a 1-week course for team leaders who sponsor or run process fixes, and it ends with a signed project charter and control plan for one live process problem. Recurring defects, rework and slow handovers drain capacity quietly, and leaders who frame them as structured projects recover that capacity faster. Jupiter Prime Training offers this DMAIC improvement project course for leaders who want evidence before action.

Why DMAIC Improvement Project Matters Now

Three pressures shape process improvement today: customers who compare service speed across every supplier they use, frontline teams asked to absorb more volume without extra headcount, and finance partners who want measured savings rather than anecdotes. An organisation that runs improvement as disciplined projects locks in gains, frees people for higher-value tasks and earns credibility with sponsors. One that jumps to solutions repeats old failures. The course rests on the Define, Measure, Analyse, Improve, Control DMAIC cycle.

Who Gains Most from DMAIC Improvement Project

- Leaders responsible for a process whose defects or delays customers already notice
- Supervisors asked to sponsor or own a cross-team improvement project
- Coordinators who gather baseline measures and track project milestones
- Quality and operations leads who verify that a fix holds after handover
- Shift and service leads who convert root causes into revised standard work

A group of leaders who share one end-to-end process, such as order-to-delivery or patient admission, gains most when several members attend together and return with a common charter.

DMAIC Improvement Project Capabilities

Participants move from a vague complaint about a process to a scoped, measured and controlled project that a sponsor can approve and audit.

- Draft a project charter with problem statement, scope and target — sponsor approval
- Build a SIPOC and current-state process map — scope boundaries
- Calculate baseline yield, cycle time and defect rates — target setting
- Test suspected causes with fishbone, five whys and Pareto evidence — root cause selection
- Design and pilot countermeasures with a solution selection matrix — implementation choice
- Specify a control plan with owners and reaction rules — process owner handover

Key DMAIC Improvement Project Terms

- Project charter — a one-page agreement stating the problem, scope, goal, team, sponsor and timeline of an improvement project.
- SIPOC — a high-level map listing suppliers, inputs, process steps, outputs and customers to fix project boundaries.
- Critical to quality CTQ — a measurable characteristic that customers judge a product or service by.
- Root cause — the underlying condition that, once removed, stops a defect from recurring.
- Control chart — a time-ordered plot with limits that separates routine variation from signals needing action.
- Control plan — a document naming what is monitored, how often, by whom and what happens when limits are breached.

DMAIC Improvement Project Day by Day

Day 1: Define the Problem Worth Solving

- Voice of the Customer Capture — Which Complaints Deserve a Project
- CTQ Tree Construction — Translating Needs Into Measurable Requirements
- Problem Statement and Goal Wording — Avoiding Hidden Solutions in Scope
- Project Charter Drafting — Securing Sponsor Agreement on Boundaries
- SIPOC Mapping — Setting Where the Project Starts and Stops

Day 2: Measure the Current State

- Operational Definitions — Making Every Team Count Defects Alike
- Data Collection Plan — Choosing Samples, Sources and Frequency
- Measurement System Checks — Trusting the Numbers Before Using Them
- Baseline Yield and Cycle Time — Fixing the Starting Point
- Swimlane Process Mapping — Exposing Handover Delays and Rework Loops

Day 3: Analyse Causes With Evidence

- Fishbone Diagram Sessions — Widening the List of Suspected Causes
- Five Whys Questioning — Drilling Past Symptoms to Conditions
- Pareto Charts — Ranking Causes by Their Share of Defects
- Scatter Plots and Stratification — Confirming Which Factors Truly Matter
- Value-Added Step Review — Separating Waste From Essential Activity

Day 4: Improve and Pilot Countermeasures

- Brainwriting and Idea Screening — Generating Options Beyond the Obvious
- Solution Selection Matrix — Weighing Impact Against Effort and Cost
- Failure Mode and Effects Analysis — Anticipating New Risks of a Fix
- Small-Scale Pilot Design — Proving Results Before Wider Rollout
- Stakeholder and Resistance Mapping — Preparing Teams for Changed Routines

Day 5: Practising the Charter and Control Plan

- Revised Standard Work — Locking Improved Steps Into Daily Routine
- Control Chart Set-Up — Spotting Drift After Handover
- Tollgate Review Simulation — Defending Each Phase to a Sponsor
- Benefits Tracking Sheet — Recording Verified Gains for Finance Partners
- Charter and Control Plan Completion — Handing the Process to Its Owner

Applying DMAIC Improvement Project After the Course

- Run a Pareto and fishbone session with your team on one recurring defect and agree the top two causes to test.
- Present a draft project charter to a sponsor and agree a baseline measure and tollgate dates.

DMAIC Improvement Project Questions FAQ

What is a DMAIC improvement project and why does it matter now?

A DMAIC improvement project is a structured way to fix a process problem through five phases: define, measure, analyse, improve and control. It matters now because teams must deliver more with the same people, and evidence-led fixes stop the same defects returning.

Which roles gain most from DMAIC improvement project training?

Team leaders, supervisors and process owners gain most. They see defects daily and can sponsor change, so a project method turns observations into approved, measured fixes.

How does DMAIC improvement project training differ from a general quality course?

It focuses on leading one improvement project from charter to control rather than surveying quality theory or statistical certification content. The emphasis is on scoping, evidence for root causes, piloting fixes and handing a stable process to its owner.

What do you bring back from DMAIC improvement project training?

You bring back a project charter and a control plan for a real process problem from your own area. Both are ready for a sponsor, with baselines, causes and named owners.

DMAIC Improvement Project: The Way Forward

The charter and control plan give a team leader a clear first decision: which process problem to commit team time to, and what result counts as success. Sponsors use the charter to approve scope, while process owners use the control plan to keep gains in place. After the first project closes, revisit the baseline measures to choose the next defect worth tackling.