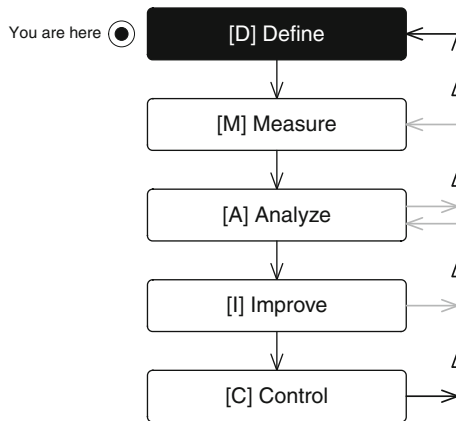


Part II

R Tools for the Define Phase

Roadmap of the DMAIC Cycle



In this part of the book, tools useful during the Define phase are introduced.

In this phase, customer needs must be stated and the processes and products to be improved must be identified.

We will introduce two of the most representative tools: process mapping and loss function analysis.