

## **Creative Healthcare Green Belt Project Deliverables**

### **DEFINE**

1. Project Charter
  - a. Business Case
  - b. Problem statement
  - c. Project goal and objective
  - d. Team members
  - e. Project Y, Unit, specification and defect
2. SIPOC
3. Critical to Quality (CTQ) tree
4. Validation of the Voice of the Customer (VOC)
5. Milestones
6. List of team members; agenda and minutes from first team meeting

### **MEASURE**

1. Data collection plan, including operational definitions
2. Graphical analysis of data (histograms, box plots, etc.) to establish baseline performance
3. Baseline sigma level/Z-score
4. Statement about normalcy of data (i.e. Six Sigma or Lean)
5. Updated project charter (as needed)

## **ANALYZE**

1. Process flow maps/diagrams, including appropriate sub-process maps
2. Presentation of statistical test results and practical conclusions
3. Micro-problem statement(s)
4. Further analyses to scope focus
5. Summary of Findings
6. Presentation of the final critical X's that will be improved
7. Identification of hypothesis test(s) selected, including the null and alternative hypotheses
8. Discussion of anticipated challenges for the Improve Phase, including the need for support

## **IMPROVE**

1. Outline of Improvement ideas and, ultimate, selection of interventions
2. Completed FMEA, root cause analysis, or other prioritization matrix used to determine improvement strategies
3. Description of improvement pilot and results
4. Validation of improvements
  - a. Graphically
  - b. Statistically (hypothesis test)
  - c. Qualitatively (practical conclusions)

## **CONTROL**

1. Completely populated Control Plan, including plans for control charts or other monitoring strategies
2. Demonstration of sustainability
3. Practical conclusions
4. Possible project extensions/applications