DMAIC is the performance improvement model that we use at UIHC. DMAIC has five phases: Define, Measure, Analyze, Improve, and Control.

D — Define	M — Measure	A — Analyze	I — Improve	C — Control
Develop the charter	Determine current performance	Develop focused problem statement	Create possible solutions for root causes	Develop and document standard practices
Map the process	Refine the problem statement	Explore potential causes	Select solutions	Train teams
Understand the voice of the customer (VOC)	Plan & execute data collection plan	Use tools to determine cause & effect relationships	Develop improvement plan	Monitor performance
Define the problem	Identify the key measures you will be monitoring	Determine root causes of problem	Pilot plans	Summarize and communicate learnings
			Implement plans	Recommend future plans
			Measure results	
			Evaluate benefits	