

Summary of Next Steps – Define Phase

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Overview:

The Define Phase has successfully established the project foundation, with clearly defined goals, process boundaries, stakeholder involvement, and customer requirements. The next phase (Measure) will involve collecting baseline data and validating assumptions made during the Define Phase.

Next Steps:

1. Conduct baseline data collection on order accuracy, communication delays, and delivery timeliness.
 - Timeline: Week of May 15–May 22
 - Owner: Data Analyst
2. Perform detailed Root Cause Analysis using cause-and-effect and 5 Whys tools.
 - Timeline: May 22–May 29
 - Owner: Project Lead with support from stakeholders
3. Develop and validate data collection plan to ensure consistency and accuracy.
 - Timeline: June 2
 - Owner: Logistics Coordinator
4. Continue stakeholder engagement and feedback sessions during early Measure Phase.
 - Timeline: Throughout Measure Phase
 - Owner: Project Lead

Optional Tools Used:

- Root Cause Pre-Analysis (high-level) to help guide stakeholder and CTS focus
- Stakeholder Commitment Scaling for proactive communication planning

Conclusion:

The project is well-positioned to enter the Measure Phase. All Define Phase documentation has been completed and submitted for peer review. The next phase will validate the process issues and help quantify the impact of communication errors and data inaccuracies.

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