

OL 324: Case Study Three Analysis Rubric

Prompt: For this case study, you can use the process improvement example that you addressed in the Module Five discussion, or you can choose to select a different process for this case study. This case study will ask you to use the DMAIC process for your process improvement project.

The basis of this case study will follow Table 13-2 in your textbook (as described by [Free Quality](#)), the Six Sigma process, DMAIC:

- Define the project goals and customer (internal and external) deliverables.
- Measure the process to determine current performance.
- Analyze and determine the root causes of the defects.
- Improve the process by eliminating defects.
- Control future process performance.

Provide at least one paragraph for each DMAIC step as noted above. Be creative and apply research, course concepts, tools, and techniques to help improve your process.

Requirements of Submission: The case study assignments must follow these formatting guidelines: double spacing, 12-point Times New Roman font, and one-inch margins. Each case study should be one to two pages in length. Include at least two sources of research and follow APA guidelines for citations and references.

Critical Elements	Exemplary (100%)	Proficient (85%)	Needs Improvement (55%)	Not Evident (0%)	Value
DMAIC Process	Includes all of the main DMAIC steps and requirements and cites multiple examples for illustration purposes	Includes most of the main DMAIC steps and requirements and cites examples for illustration purposes	Includes some of the DMAIC steps and requirements	Does not include any of the DMAIC steps and requirements	25
Inquiry and Analysis	Provides in-depth analysis that demonstrates a complete understanding of multiple concepts	Provides an in-depth analysis that demonstrates an understanding of some concepts	Provides an analysis that demonstrates a minimal understanding of concepts	Does not provide an analysis	20
Integration and Application	All of the course concepts are correctly applied	Most of the course concepts are correctly applied	Some of the course concepts are correctly applied	Does not correctly apply any of the course concepts	15
Critical Thinking	Draws insightful conclusions that are thoroughly defended with evidence and examples	Draws informed conclusions that are justified with evidence	Draws logical conclusions but does not defend with evidence	Does not draw logical conclusions	20
Research	Incorporates many scholarly resources effectively that reflect depth and breadth of research	Incorporates some scholarly resources effectively that reflect depth and breadth of research	Incorporates very few scholarly resources that reflect depth and breadth of research	Does not incorporate scholarly resources that reflect depth and breadth of research	10

Southern New Hampshire University

Writing (Mechanics/Citations)	No errors related to organization, grammar and style, and citations	Minor errors related to organization, grammar and style, and citations	Some errors related to organization, grammar and style, and citations	Major errors related to organization, grammar and style, and citations	10
Earned Total					100%