

# Six Sigma Balanced Scorecard

For each dimension of the balanced scorecard, list your strategic goals, the initiatives that support the goals, the metrics that will be used to measure the success of the initiatives, and the target metrics that you will ideally achieve.

|                                 | DMAIC Goals                                                            | DMAIC Initiatives                                                                             | Metrics                                                                               | Targets                                                                          |
|---------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|----------------------------------------------------------------------------------|
| Financial Sustainability        | <ul style="list-style-type: none"> <li>List strategic goals</li> </ul> | <ul style="list-style-type: none"> <li>List initiatives to support strategic goals</li> </ul> | <ul style="list-style-type: none"> <li>List metrics to measure initiatives</li> </ul> | <ul style="list-style-type: none"> <li>List target metrics to achieve</li> </ul> |
| Customer Experience             | <ul style="list-style-type: none"> <li>List strategic goals</li> </ul> | <ul style="list-style-type: none"> <li>List initiatives to support strategic goals</li> </ul> | <ul style="list-style-type: none"> <li>List metrics to measure initiatives</li> </ul> | <ul style="list-style-type: none"> <li>List target metrics to achieve</li> </ul> |
| Internal Processes & Structures | <ul style="list-style-type: none"> <li>List strategic goals</li> </ul> | <ul style="list-style-type: none"> <li>List initiatives to support strategic goals</li> </ul> | <ul style="list-style-type: none"> <li>List metrics to measure initiatives</li> </ul> | <ul style="list-style-type: none"> <li>List target metrics to achieve</li> </ul> |
| Learning                        | <ul style="list-style-type: none"> <li>List strategic goals</li> </ul> | <ul style="list-style-type: none"> <li>List initiatives to support strategic goals</li> </ul> | <ul style="list-style-type: none"> <li>List metrics to measure initiatives</li> </ul> | <ul style="list-style-type: none"> <li>List target metrics to achieve</li> </ul> |

# Six Sigma Business Scorecard

**Praveen Gupta**



## **Six Sigma Business Scorecard:**

### **Six Sigma Business Scorecard, Chapter 3 - Need for the Six Sigma Business Scorecard** Praveen

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