



WCM 610 Milestone One Guidelines and Rubric

Overview: For this first milestone, due in **Module Three**, you will take what you have learned about Define and begin your work on your selected final project case study, establishing the Define phase of the DMAIC process for your organization.

Prompt: First, select your case study from one of the two options provided: [Final Project Case Study One](#) or [Final Project Case Study Two](#).

Next, summarize the desired resolution to the conflict in the case study based on your knowledge of the organization's business goals, customer needs, and the process that needs to improve. Then, provide a rationale and reflection on your work thus far.

Address the following **critical elements** in your milestone submission:

I. Defining Goals

- Construct a **problem statement** that clearly articulates the personnel conflict that has arisen. Be sure to consider the project scope and future-state goal in contextualizing the conflict.
- Complete a **stakeholder analysis**, identifying the key stakeholders that are involved in or affected by the current situation and future-state goal as articulated in the problem statement.

Instructor feedback on this milestone should be used to inform your final project submission, the executive summary presentation with speaker notes.

Note: In Module Four, you will develop a high-level suppliers, inputs, process, outputs, and customers (SIPOC) process map, identifying the quantitative and qualitative variables that are likely to contribute to the organizational conflict you are analyzing. For Milestone Two, due in Module Five, you will build on your understanding of the Define and Measure phases of DMAIC by more fully exploring measurability and analyzing your organization's conflict further.

Guidelines for Submission: Milestone One should be 1 to 2 pages in length (excluding title and reference pages) with double spacing, 12-point Times New Roman font, one-inch margins, and citations in APA style. Cite your sources within the text of your paper and on the reference page.



Rubric

Note that the grading rubric for this milestone submission is not identical to that of the final project. The Final Project Rubric will include an additional “Exemplary” category that provides guidance as to how you can go above and beyond “Proficient” in your final submission.

Critical Elements	Proficient (100%)	Needs Improvement (75%)	Not Evident (0%)	Value
Problem Statement	Constructs a problem statement that clearly articulates the personnel conflict that has arisen, considering the project scope and future-state goal in contextualizing the conflict	Constructs a problem statement that articulates the personnel conflict that has arisen, considering the project scope and future-state goal in contextualizing the conflict, but problem statement is cursory, lacks clarity, or contains inaccuracies	Does not construct a problem statement that articulates the personnel conflict that has arisen	40
Stakeholder Analysis	Completes a stakeholder analysis, identifying the key stakeholders who are involved in or affected by the current situation and future-state goal as articulated in the problem statement	Completes a stakeholder analysis, identifying stakeholders who are involved or affected by the current situation and future-state goal, but analysis is cursory or contains inaccuracies, or stakeholders identified are not relevant given the problem statement	Does not complete a stakeholder analysis, identifying the stakeholders who are involved or affected by the current situation and future-state goal	40
Articulation of Response	Submission has no major errors related to citations, grammar, spelling, syntax, or organization	Submission has major errors related to citations, grammar, spelling, syntax, or organization that negatively impact readability and articulation of main ideas	Submission has critical errors related to citations, grammar, spelling, syntax, or organization that prevent understanding of ideas	20
				Total 100%