

PLAN:
Identify the issue &
analyze

1. Select an issue
2. Clearly define the problem
3. Set a measurable goal for the problem solving effort
4. Identify other processes that touch the issue
5. Define the current process
6. Identify causes for the problem
7. Collect data
8. Identify the root cause

DO:
Develop a solution
Implement a
solution

1. Establish criteria for selecting a solution
2. Generate potential solutions to address root cause
3. Select a solution & gain approval

STUDY:
Evaluate the results
of your solution by
gathering data and
analyzing results

1. Gather appropriate data on the solution
2. Document & analyze
3. Did you achieve the desired result? If so, move to ACT
4. If not, go back to PLAN

ACT:
Standardize a
solution
Implement your new
solution

1. Identify systematic changes and what training is needed for implementation
2. Adopt the solution and communicate it!
3. Plan for on-going monitoring
4. Plan for the next PDSA

