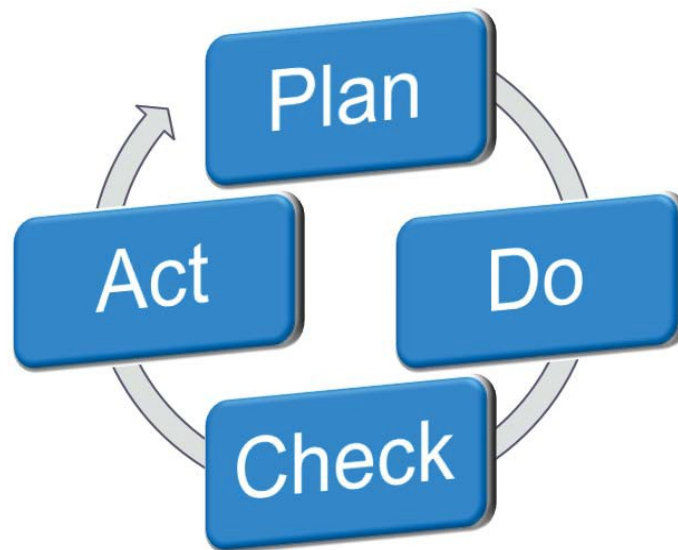


Plan-Do-Check-Act (PDCA) provides a simple but effective approach to problem solving, managing change, ensuring ideas are appropriately tested before committing to full implementation in the “act” phase. Benefits include:

- Simple standardized method of improvement
- Repeatable and consistent
- Serves as an over-arching model for all other improvement tasks



**Plan:** Plan the activities and processes needed to achieve the goals and establish metrics for documenting results. Remember that customer value should always be a primary driver.

**Do:** Implement the plan. Gather information and data during the implementation to assist with the “check” and “act” phases.

**Check:** Measure the results collected in the “do” stage and compare to the stated goals.

**Act:** If successfully implemented as defined in the “check” phase, the project becomes the new baseline and standard for the organization or program until it too passes through the next PDCA cycle.

Note: PDCA is often reported utilizing an A3 planning tool.