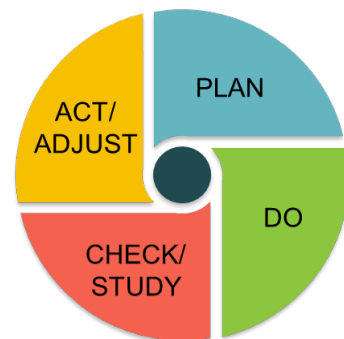


What is the PDCA/PDSA cycle?

- Acronym for Plan-Do-Check-Act or Plan-Do-Study-Act
- An iterative, repetitive four-step method used for improving a process or carrying out a change
- Cycle repeats until process improvement or change has been optimized
- Foundation of continuous quality improvement



Variations

- Act or Adjust

These factors and questions are not all encompassing. They are intended to help get you started on your journey.

PLAN	<i>Identify the root cause with the team (must involve those who do the work)</i> <i>Gather the Voice of the Customer (VOC)</i> <i>Determine the scope, goals, target, and metrics</i> <i>What are the steps you will take to reach your goals?</i> <i>Who will do what by when?</i>
DO	<i>Actual implementation</i> <i>Test hypothesis – gather data</i>
CHECK/STUDY	<i>Did your solution work?</i> <i>If you gathered data, what does it show?</i> <i>Was there a gap between your target and actual?</i>
ACT/ADJUST	<i>What will you do next?</i> <i>Does anything need to be fine-tuned?</i> <i>If you are going to keep the change, how will you standardize?</i>

Why use?

The PDCA/PDSA Cycle is the foundation for lean problem solving. Every action and step you take towards solving a problem occurs within one of the PDCA/PDSA categories and they must be done in order to ensure we have not missed any critical control points. The cycle:

- Helps slow the human inclination to rush to a solution;
- Is a universal tool used across all types of industries and organizations; and
- Is a tool that helps us break down the barriers caused by varying life experience, language, preconceptions, and other societal differences.

PDCA/PDSA and lean are used in all types of work settings to improve processes, products, and service delivery. An engaged, problem-solving workforce using PDCA/PDSA in a culture of critical thinking is better able to innovate and stay ahead of the competition through rigorous problem solving and the subsequent innovations.

Document your standards.

- Write it down.
- Use screen shots and other visuals to accompany text.

Determine frequency for reviewing what you chose to do. Update your written standards as things change

- Is the current standard still relevant?
- Is it followed consistently? If not, why?
- What's missing that would help staff follow the standard?
- What do you need to modify/adjust?

PDCA/PDSA Template

Date: _____ Unit/Team: _____

Problem Statement: _____

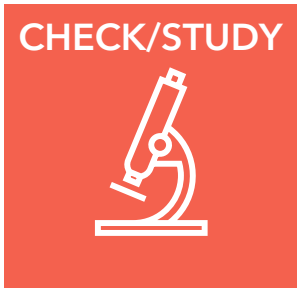


You've recognized an opportunity. Plan what you're going to try.
Identify the root cause with the team
Gather the VOC
Determine the scope, goals, target, metrics
SMART goal
What are the steps you will take to reach your goal(s)? Who will do what by when?

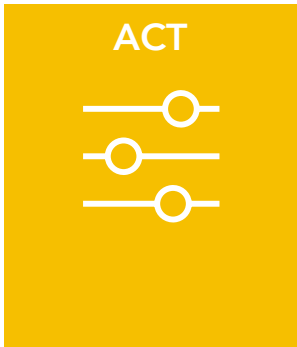


Test the plan.
 Team Members: _____

What did your team do?
What data did you gather?



Review your test, analyze results, identify what you learned.
What worked well? What didn't go as planned?
What did you learn?
What does the data show?
What did you observe?
What do others need to know about what worked/didn't work?



Take action based on what you learned in the previous step. If it didn't work, adjust and try again with new plan. If it worked, incorporate into standard work.
What do you want to keep for next time?
What needs to change for next time?
What will we try next?
What needs to be adjusted for your next Plan?
What do we need to do next to get closer to the ideal state?