PLAN
for changes to bring about improvement

Actions	Tools
Understand customers' needs.	Flowcharting
Involve the right people and train them.	Pareto Charts
Gather available data.	Brainstorming (Affinity Diagram)
Incorporate Key Performance Indicators.	Nominal Group Technique
Create a Plan.	
Evaluate the process.	Fish Bone Diagram
How will it meet identified needs?	Cause and Effect Analysis
Develop an action.	

DO
changes on a small scale first to try them

Actions	Tools
Implement the Plan.	Experimental Designs
Use Benchmarking.	
Collect appropriate data.	Conflict Resolution
Work together in teams toward a common goal.	On-the-Job Training
Focus on systems' improvement.	Five Whys
Assess the extent of the progress.	Fish Bone Diagram
Evaluate the process.	
"Just do it."	

ACT
to get the greatest benefit from changes

Actions	Tools
Incorporate the improvement.	Process Mapping
Implement as "current best practice."	Process Standardization
Communicate it.	Formal Training for Standard Processes
Consider the outcome.	
Evaluate the process.	
Identify new projects.	

STUDY
to see if changes are working

Actions	Tools
Analyze the data.	Data Checksheets
Display the data.	
Review the Key Performance Indicators.	Graphical Analysis
Evaluate the process.	Control Charts
To what extent did the Plan give the desired result?	Key Performance Indicators
What problems and/or errors were identified?	
What were the lessons learned?	
What still isn't working?	

What is a Plan, Do, Study, Act (PDSA) Cycle?

A PDSA Cycle is a systematic process for making improvements. It is a way to break down the change process into manageable pieces. At each stage -- plan, do, study, and act -- evaluate the process to determine whether or not it is moving you toward improvement. By breaking ideas for change into manageable steps, what began as an idea for change could develop into a sustainable system for improvement.

When do you use this process?

When you are reviewing a process which has been developed

When you determine that a process needs improvement

When you are working on a project and you run into a road block

When you want to find a solution

When you want to use data to solve a problem

When you what to analyze data