# PLAN - DO - CHECK - ACT CYCLE

**PDCA** is an acronym for the four-step model for improving performance:

## PLAN

- Developing a plan involves setting an objective; identifying actions, responsibilities, timeframes; and defining the method of and frequency of measurement.

## DO

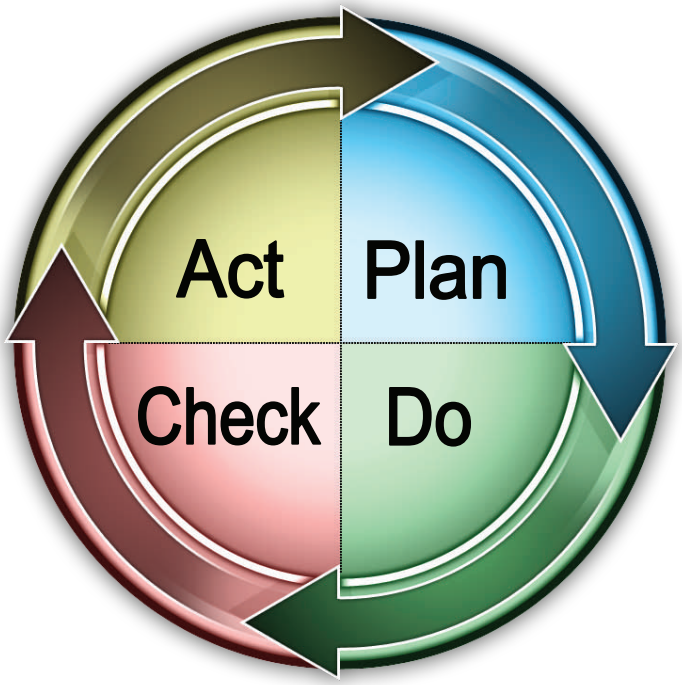
- Teams implement or test the changes, documenting any problems or unexpected observations. Changes are tested before making widespread modifications to policy, procedures or systems.

## CHECK

- Teams review measurement results and summarize the findings.

## ACT

- Teams act based on the results of the check. Often, another change is tried. Sometimes a change is implementing in a broader setting. The team will continue to monitor to monitor the change in order to determine that the improvement is being sustained.

### When to Use, Plan - Do - Check - Act

- As a model for continuous improvement
- When starting a new improvement project
- When developing a new or improved design of a process, product or service
- When defining a repetitive work process
- When planning data collection and analysis in order to verify and prioritize problems or root causes
- When implementing any change