Seven Steps to Continuous Improvement

Plan

1. Accurately describe the problem. What is the problem? What needs to be changed?
2. Look at the current process. A good method is to create a flowchart of the current process and use performance measures to validate it.
4. Investigate and develop a solution and an action plan. If there is more than one potential solution, rank them and then generate the tasks to deliver the solution. Construct a detailed implementation plan.

Do

5. Implement and test the solution. Communicate and review the implementation plan regularly with all concerned.

Check

6. Review and evaluate. Use the performance measures identified in Step 2 to review and evaluate the results of the change.

Act

7. Act on what you have learnt. Continue the improvement process as needed.