

Plan-Do-Check-Act: A Problem Solving Process

<p><u>PLAN</u> Step 1 Identify The Problem</p>	<ul style="list-style-type: none"> • Select the problem to be analyzed • Clearly define the problem and establish a precise problem statement • Set a measurable goal for the problem solving effort • Establish a process for coordinating with and gaining approval of leadership
<p><u>PLAN</u> Step 2 Analyze The Problem</p>	<ul style="list-style-type: none"> • Identify the processes that impact the problem and select one • List the steps in the process as it currently exists • Map the Process • Validate the map of the process • Identify potential cause of the problem • Collect and analyze data related to the problem • Verify or revise the original problem statement • Identify root causes of the problem • Collect additional data if needed to verify root causes
<p><u>DO</u> Step 3 Develop Solutions</p>	<ul style="list-style-type: none"> • Establish criteria for selecting a solution • Generate potential solutions that will address the root causes of the problem • Select a solution • Gain approval and supporter the chosen solution • Plan the solution
<p><u>DO</u> Step 4 Implement a Solution</p>	<ul style="list-style-type: none"> • Implement the chosen solution on a trial or pilot basis • If the Problem Solving Process is being used in conjunction with the Continuous Improvement Process, return to Step 6 of the Continuous Improvement Process • If the Problem Solving Process is being used as a standalone, continue to Step 5
<p><u>CHECK</u> Step 5 Evaluate The Results</p>	<ul style="list-style-type: none"> • Gather data on the solution • Analyze the data on the solution
<p>Achieved the Desired Goal?</p>	<p>If YES, go to Step 6. If NO, go back to Step 1.</p>
<p><u>ACT</u> Step 6 Standardize The Solution (and Capitalize on New Opportunities)</p>	<ul style="list-style-type: none"> • Identify systemic changes and training needs for full implementation • Adopt the solution • Plan ongoing monitoring of the solution • Continue to look for incremental improvements to refine the solution • Look for another improvement opportunity