Develop Aim, Measures and Plan

Observe and document current process
(Flow Diagram/Process Map)

Collect baseline data
(Observations, Survey, Data)

Identify key drivers
(Key Driver Diagram)

Identify gaps/problems in current process
(Flow Diagram, Fishbone Diagram)

Design and execute a sustainability plan

Implement successful interventions

Learn from PDSA Cycles

Design and execute rapid cycle improvements
(PDSA Cycles)

Identify and prioritize possible interventions
(Pareto Chart, Key Driver Diagram, Focus Group)