

FOCUS PDCA Worksheet Template

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F

Find

O

Organize

C

Clarify

U

Understand

S

Select

P

Plan

D

Do

C

Check

A

Act

F	Find a Problem or Improvement Opportunity		
	<i>Study customer surveys, employee feedback, performance data, etc. to identify issues and create a prioritized list.</i>		
O	Organize a team		
	Name	Role	Contact Information
C	Clarify Current Knowledge of the Problem		
	<i>After identifying a high-priority issue to focus on, write a clear problem statement. Attach a process map to illustrate the issue.</i>		
U	Understand the Root Causes		
	<i>Gather information and conduct a root cause analysis. Attach any relevant tools, such as a fishbone diagram</i>		
S	Select an Improvement Strategy		
	<i>Identify potential solutions and describe the rationale for each intervention.</i>		

P	Plan the Improvement			
	<i>Define objectives, measures, and an action plan for implementing the improvements.</i>			
	Activities	Owners	Dates	Expected Impact
D	Implement the Plan			
	<i>Record observations, setbacks, and results.</i>			
C	Check the Results			
	<i>Evaluate the plan's effectiveness and determine whether adjustments are needed by comparing the results to predicted outcomes. Attach data reports or graphs to demonstrate your analysis.</i>			
A	Standardize the Change			
	<i>If the plan worked, standardize the intervention. If not, refine the intervention or select a new one to test.</i>			

Next Steps

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Lessons Learned

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