

STEP

1



### FORMING THE TEAM

Ensure you have all the right people in your team



STEP

2



### PROBLEM

Identify and understand the cause

STEP

3

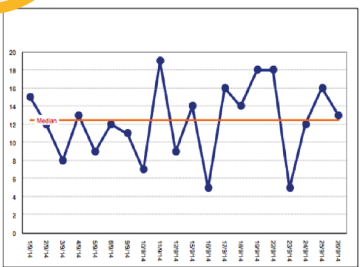


### AIM

What are you trying to accomplish?  
How much? By when?

STEP

4



### MEASURES

Measure the benefits to know if your changes are an improvement

STEP

5



### CHANGE IDEAS

What could you do differently to achieve your aim?

STEP

6

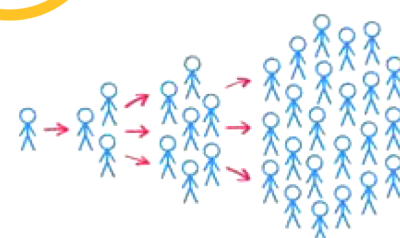


### PLAN, DO, STUDY, ACT (PDSA)

Rapid learning cycles to test your change ideas

STEP

7



### SPREAD

Share your learning