| *Plan:* Recognize an opportunity, understand the problem and plan a change  *Do:* Apply and test the change. Carry out a small scale pilot  *Check (Study):* Review the test, analyze/study the results and identify what you learn  *Act:* Take action based on what you learned (Adopt/Adapt/Abandon) |  |
| --- | --- |

| **Name of Improvement Project:** |
| --- |
| **Sponsor/Project Lead:** |
| **Team Members:** |
| **Identified Problem (What is the opportunity):** |
| **What is occurring today (current state):** |

| **PLAN** |
| --- |
| **What are we trying to accomplish or what we would like it to look like (Goal)?** |
| **How will we know that a change is an improvement (Measure)?** |
| **What we plan to do first (or next) is *(state basic plan/solution)*:** |

| **What:**  **Tasks needed to test the change** | **Who:**  **Person Responsible** | **When:**  **Start & End Dates** | **Where:**  **Test population or place** | **Prediction of what will happen & Notes** |
| --- | --- | --- | --- | --- |
|  |  |  |  |  |
|  |  |  |  |  |

| **DO** |
| --- |
| **What we did *(What was done, observations, who was involved, what data was collected and used?)*:** |

| **CHECK/STUDY** |
| --- |
| **What happened *(What worked and what didn’t work? What did the data show? What impact did changes have on customers? How did the results compare with predictions?)*** |

| **ACT** |
| --- |
| **What we plan to do next *(Spread the idea {adopted}, modify the idea and retest {adapted} or test a new idea {abandoned}? What is the plan for sustaining change?)*** |