**Plan Do Study Act**

The **Plan Do Study Act (PDSA)** process/cycle was developed for scientists at Bell Laboratory. This model is research-based and has proven to be one of the best strategies used by organizations to ensure continuous improvement.

**Do:**

* Design appropriate tools.
* Do appropriate activities.

**Plan:**

* State the problem to be solved or identify the project.
* Clarify objectives and goals.
* Identify key players or team members.
* Plan activities/strategies.

**Study:**

* Study the progress against the goals and objectives.
* See if your plan is working.
* Identify and remove road blocks.

**Act:**

* Complete action.
* Document findings.
* Communicate results.
* Determine if the plan worked.
* If the plan worked, why?
* If the plan did not work, why not?