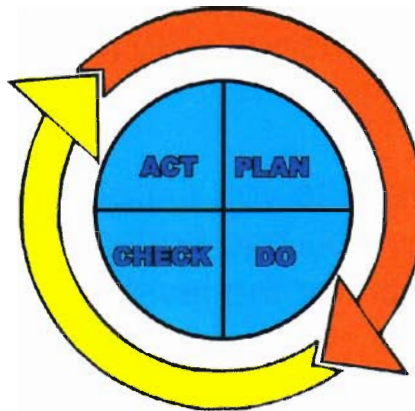


Effective Problem Solving Processes and Tools for Your Lions Club

PDCA Cycle Plan – Do – Check - Act



Plan

- Define the problem or opportunity by analyzing the situation.
- In this phase, analyze what you intend to do or improve, looking for areas that hold opportunities.
- Choose areas that offer the most return for the effort you put in it - the biggest bang for your buck.
- Study and define the problem or opportunity; brainstorm for causes (why?) and corrective actions (what can be?); think creatively.

Do

- Implement the plan you decided on in the Plan phase.
- Document the procedures and observations.
- Use data gathering tools to collect information.

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Check

- Check the results. What was learned? What went right? What went wrong?
- This is a crucial step in the PDCA cycle. After you have implemented the plan or change, you must determine how well it is working.
- Is it really getting the results you expected or leading to improvement in the way you had hoped? You should decide on several measures to monitor the level of activity or improvement.
- Analyze the information and compare obtained results against expected results from the plan.

Act

- Adopt the plan or change, abandon it, or run through the cycle again.
- After planning an opportunity or change, implementing and then monitoring it, you must decide whether it is worth continuing that particular activity. If it consumed too much of your time, was difficult to adhere to, or even led to no improvement, you may consider abandoning the activity or change and planning a new one.
- If the results are as expected, do nothing.
- If the results are not as expected, repeat the plan/do/check/act cycle.