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.

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

### Do:
- Design appropriate tools.
- Do appropriate activities.

### 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?

See *Future Force*, p. 98.