



PLAN

Establish the objectives and processes necessary to deliver results in accordance with the expected outcomes.

IMPLEMENT

Implement the plan. Collect data for analysis in the following steps.

REVIEW

Study the actual results and compare against the expected results to identify any differences. Analyze the differences to determine their root causes.

UPDATE

Take corrective actions on significant differences between actual and planned results. Determine where to apply changes that will include improvement of the process or product.