**FOCUS PDCA Worksheet Template**

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| **F** | **Find a Problem or Improvement Opportunity** |
| *Study customer surveys, employee feedback, performance data, etc. to identify issues and create a prioritized list.* |
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| **O** | **Organize a team** |
| **Name** | **Role** | **Contact Information** |
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| **C** | **Clarify Current Knowledge of the Problem** |
| *After identifying a high-priority issue to focus on, write a clear problem statement. Attach a process map to illustrate the issue.* |
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| **U** | **Understand the Root Causes** |
| *Gather information and conduct a root cause analysis. Attach any relevant tools, such as a fishbone diagram* |
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| **S** | **Select an Improvement Strategy** |
| *Identify potential solutions and describe the rationale for each intervention.* |
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| P | **Plan the Improvement** |
| *Define objectives, measures, and an action plan for implementing the improvements.* |
| **Activities** | **Owners** | **Dates** | **Expected Impact** |
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| D | **Implement the Plan** |
| *Record observations, setbacks, and results.* |
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| C | **Check the Results** |
| *Evaluate the plan's effectiveness and determine whether adjustments are needed by comparing the results to predicted outcomes. Attach data reports or graphs to demonstrate your analysis.* |
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| A | **Standardize the Change** |
| *If the plan worked, standardize the intervention. If not, refine the intervention or select a new one to test.* |
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| Next Steps |
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| Lessons Learned |
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