

Establish the objectives and processes necessary to deliver results in accordance with the expected output (the target or goals).

Implement the plan, execute the process, make the product. Collect data for charting and analysis in the following "CHECK" and "ACT" steps.

Plan

Do

Act

Check

Request corrective actions on significant differences between actual and planned results. Analyze the differences to determine their root causes.

Study the actual results (measured and collected in "DO" above) and compare against the expected results (targets or goals from the "PLAN") to ascertain any differences.

