

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.

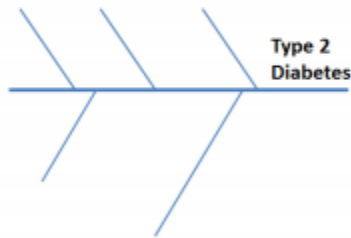
UPDATE

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.

Fishbone Diagram: a tool for understanding causes of problems & identify opportunities for improvement

EXAMPLE:

Fishbone diagrams



Tips for completing fishbone diagrams

- Include community members and health professionals to gain a full range of potential causative factors.
- Begin with the "result" in the far right side and fill in the causes as the "bones" of the fish
- Or begin by listing causative agents, group them, and then create the diagram.

