## Continuous Improvement: PDCA A3

**Team Name:**

**Sales Cycle ID:**

**P: Plan**

What are the detailed steps you will take to make an improvement?
Clarify the problem, breaking down customer decision process and people involve.
Locate the point of concern or cause through Who, What, Where, When
Identify root cause and verify with data.
Develop countermeasures utilizing user stories and place on Kanban board, prioritize.

**D: Do the plan**

Build Project Plan or iteration through user stories. Use a Kanban board to visualize work flow and who is doing what. Pull tasks into doing as needed. Use daily stand-ups or Andon to signify problems or hang-ups.

**C: Check (Study) to see if an improvement was made**

Did the plan work? Collect and analyze data to demonstrate if gap was closed or not. Determine which changes worked and which did not.

**A: Act (Adjust)**

Has Gap been closed? Have Customers' needs been completed? If not, reconsider and continue improvement with PDCA. If it has can customer be handed off to next stage? Document the steps that will need to be taken for this and complete hand off.