



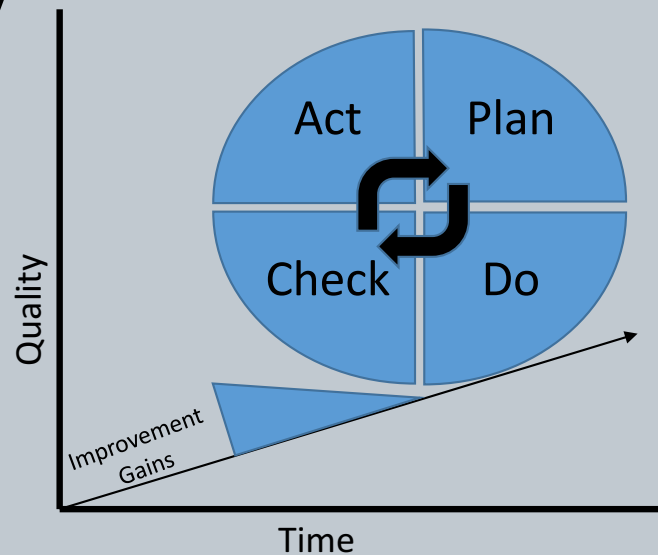
Deming Cycle

ITILv3 Foundations

<http://www.jasondion.com>

Deming Cycle

- An improvement model developed by W. Edwards Deming
- Used with great success in the Japanese auto industry
- Four Steps



Deming Cycle and the 7 Steps

Deming	Step	Activity
Plan	1	• Identify vision, strategy, goals
	2	• Define what to measure
Do	3	• Gather data
	4	• Process data
Check	5	• Analyze data
	6	Present and use information
Act	7	• Implement changes

