The Ardern led governmental management had to establish output and input standards. They wanted 0 covid cases as their output standard. Their input standard was making sure their staff was testing correctly and following the rules and wearing the appropriate ppe so they would not catch covid. This meant that there would be more accurate tests and people with covid would not spread it around.

The 2nd element is to measure performance. Testing is measuring performance as you can see exactly how many people have covid. This was being done as soon as you entered the country and when during the 2-week quarantine to enter the country. They also wanted everyone who was close so a person with covid to take a test, this meant that the most likely people to have it are being tested and the ones who are not likely, are not getting tests and making it take longer.

The 3rd element is to compare the measurements with the standards. This is seeing if the number of new cases per day is bigger than the output standards

The 4th element is taking corrective action. The Ardern led governmental management took corrective action by putting the country into lockdown if the new cases per day got too high, and when the new cases went to 0 and met their standards, they did nothing and put the country back to normal.