

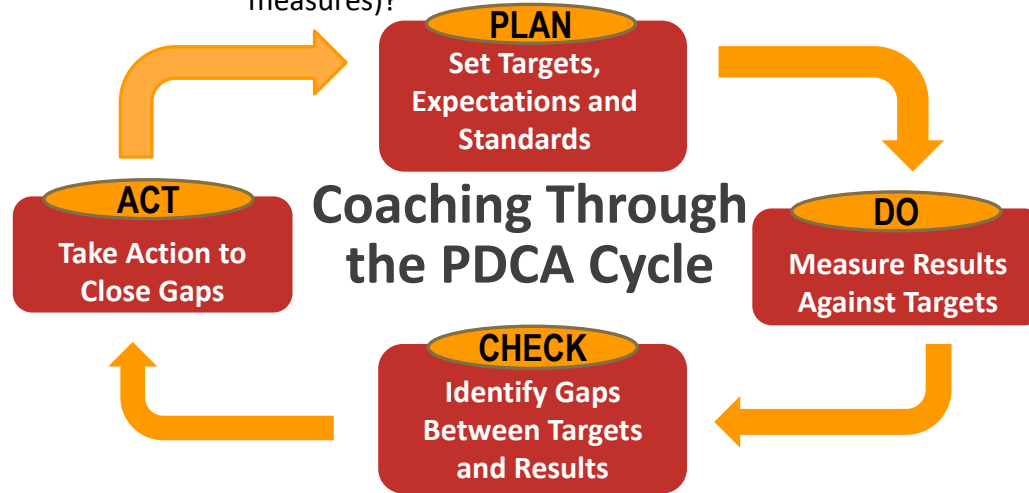
Coaching Through the AMS PDCA Cycle

PLAN THE WORK

- What is the goal and plan to achieve it?
- How will you know when the work is done right/well?
- How will you measure results (performance measures)?

TAKE ACTION TO CLOSE GAPS

- What action will you take?
- Is it the best action to close the gap to meet your goal?
- What is your first step?
- When will you take it?



DO THE WORK

- What work are you doing?
- Are you measuring your results? Are you on track?
- Will this work help you meet your goal(s)?
- What's your next step?

CHECK THE WORK FOR GAPS

- Did you hit or miss the target?
- If there is a gap, what caused it?
- What could you do to close the gap?
- What are your options (countermeasures)?