Coaching Through the AMS PDCA Cycle

PLAN THE WORK

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?

- 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

PLAN Set Targets, Expectations and Standards Coaching Through Take Action to Close Gaps PLAN Set Targets, Expectations and Standards Measure Results Against Targets

CHECK

Identify Gaps

Between Targets
and Results

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)?

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?