Plan, Do, Study, Act Process Improvement Exercise

For this activity, your group’s goal is to organize the deck of cards into suits and order from 2 to ace in 3 rounds and improve your speed each time without sacrificing quality. You will be given a shuffled deck of cards and will need to sort them and then put the cards in correct order (2-ace). First assign team roles.

1. Timer: Accurately time each round and record the results below. If instructed by Quality Assurance Specialist, add penalty points to timed score. Engage in process improvement discussions between rounds.
   Name:_______________________________________________

2. Quality Assurance Specialist: Check for quality after each round. Add 30 seconds to results if cards are not in correct order. Engage in process improvement discussions between rounds. Assure that all cards are shuffled together seven times between rounds.
   Name:_______________________________________________

   Name:_______________________________________________

4. Team members: Take action to complete the goal showing process improvements each time. Engage in process improvement discussions between rounds.

5. Entire team: Stand together when cards are sorted each round.
## PDSA Cycle

<table>
<thead>
<tr>
<th>Plan</th>
<th>Do</th>
<th>Study</th>
<th>Act</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>What change will you test?</strong></td>
<td><strong>What do you predict will happen?</strong> (Time and accuracy.)</td>
<td><strong>What did you discover while testing?</strong> What was expected or unexpected?</td>
<td><strong>What did you learn in this test cycle?</strong></td>
</tr>
<tr>
<td><strong>What questions are you trying to answer?</strong></td>
<td><strong>What are the results of your tests for the measures and questions in your plan?</strong></td>
<td></td>
<td><strong>How will you adapt? Adopt? Abandon?</strong></td>
</tr>
<tr>
<td><strong>What will you discover while testing?</strong></td>
<td><strong>What did you discover while testing?</strong> What was expected or unexpected?</td>
<td></td>
<td><strong>Was anything uncovered that could be an alternative change to test?</strong></td>
</tr>
</tbody>
</table>

## Example

**Round 1**
- Have one person sort cards.
- How many people does it take to improve sort cards most rapidly?
- One person can sort deck quickly. Time: 2:10.
- Hand lotion made sorting difficult.
- Cards are slick! Time: 2:27
- Someone without lotion should sort cards.

**Round 2**

**Round 3**

**Round 1**

**Round 2**

**Round 3**