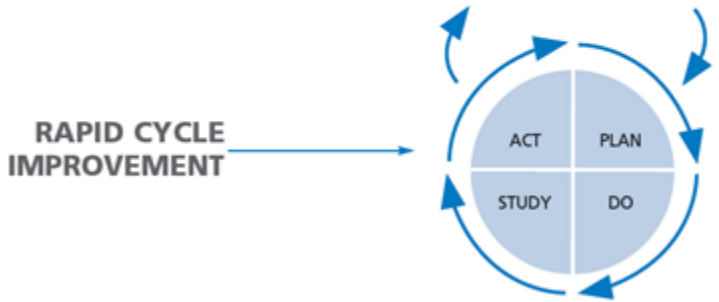
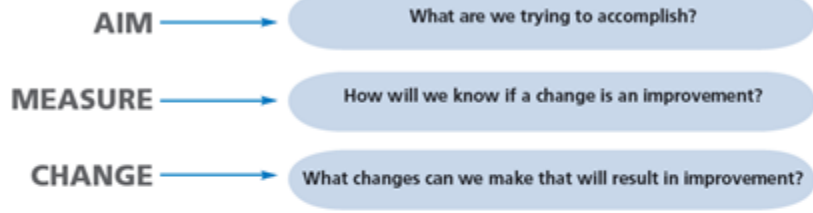
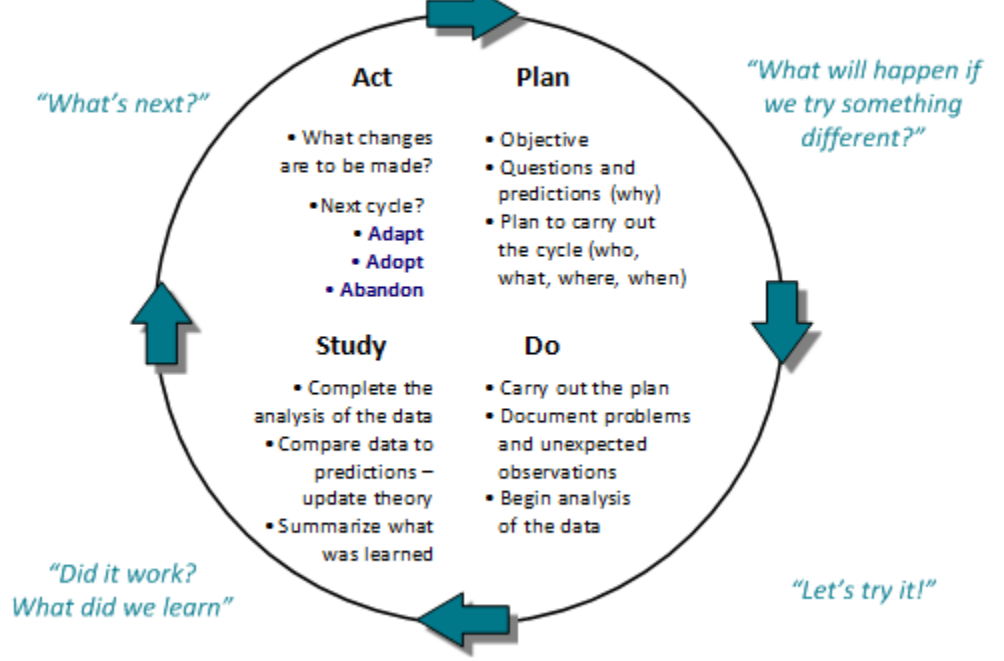


The Model for Improvement



Langley, Nolan, Nolan, Norman, Provost, Moen "The Improvement Guide"

PDSA Cycles



Lloyd, R. & Scoville, R. "The Science of Improvement"