

# A3 Roadmap for Performance Improvement at Penn Medicine

<b>D</b> E F I N E	<b>F</b> I N D	<b>Problem Statement (from patient's/customer's viewpoint):</b>
<b>M</b> E A S U R E	<b>O</b> R G A N I Z E  <b>C</b> L A R I F Y	<b>Current Condition:</b>
<b>A</b> N A L Y Z E	<b>U</b> N D E R S T A N D  <b>S</b> E L E C T	<b>Root Cause Analysis:</b>
		<b>Sponsor Initial Approval (signature and date):</b>

<b>Target Condition:</b>	<b>P</b> L A N	<b>I</b> M P R O V E
<b>Propose and Test Countermeasures:</b>	<b>A</b> N D  <b>D</b> O	
<b>Sponsor Approval (signature and date):</b>		
<b>Metrics/Results:</b>	<b>C</b> H E C K  o r  <b>S</b> T U D Y	<b>C</b> O N T R O L
<b>Sponsor Approval (signature and date):</b>		
<b>Make it Standard Work (Implement Successful Countermeasures):</b>	<b>A</b> C T	
<b>Sponsor Final Approval (signature and date):</b>		