**APPENDIX A**

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| **QUALITY IMPROVEMENT PROGRAM/PROJECT** |
| **1. Program/Project Title:** Clear, concise title that labels program/project |   |
| **2. Program/Project Scope:** Program/project leader and members should be listed along with their clearly defined roles and responsibilities. Program/project purpose related the identification of the specific criteria that is being investigated. |   |
| **3. Measurements, Outcome:**  Benchmarks and measures as well as other innovative data measures that are pertinent to the improvement program/project should be established. |   |
| **4. Action: A)** Intermediate and final project deadlines should be determined and followed. **B)** Build and attach schedule. Schedule should define the action plan. **C)** Perform Steps 2-3 and carry out the objectives. **D)** Observe and compare the predicted and accomplished schedule. **E)** Gather the data and evaluate results according to created indicators. **F)** Implement standard adopted to prevent recurrence of the problem. |   |