The **R.I.** Cycle / Spiral
(Relentless Improvement)

Just as a circle has no end, the PDCA cycle should be repeated again and again for Q.A. and R.I. The repeated spiraling loops of increasing knowledge and improvements take us closer to realizing our College vision of "We astonish our customers!"

Example of Plan:

Opportunity for Relentless Improvement (R.I.):
- Increase the accuracy of information in response to student phone calls regarding hours of operation
- Align with College mission: Organizational responsiveness

Study & Analyze Data:
- Collect data regarding users who indicate inaccurate information is given out
- Analyze possible causes
- Analysis shows lack of knowledge about when online information is or was updated

Move to "DO"

Example of Do:
Design and deploy a process for checking last updated information in Web pages.
Move to "CHECK"

Example of Check:
Collect data again; determine if there is more accuracy. If there is no improvement, move back to "Collect & Analyze Data" in the "Plan" phase. However, if the improvement meets the expectation; move forward to the final "ACT" phase.

Example of Act:
Standardize the process of checking updated information on the Web pages and improved communication across the services/departments involved. This meets our goal and mission by relentlessly improving the accuracy of information given to our customers and is organizationally responding to a process improvement need.

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RELENTLESS IMPROVEMENT
is the focus of our
PDCA CYCLE

(Plan-Do-Check-Act) is a four-step Total Quality Management (TQM) tool, used in planning and implementing Relentless Improvement (R.I.) and Quality Assurance (Q.A.) processes to meet and exceed our customers' needs.

Act

Plan

Collect & Analyze Data

Check

YES Successful? NO

NO

Is Data Actionable?

YES

Do
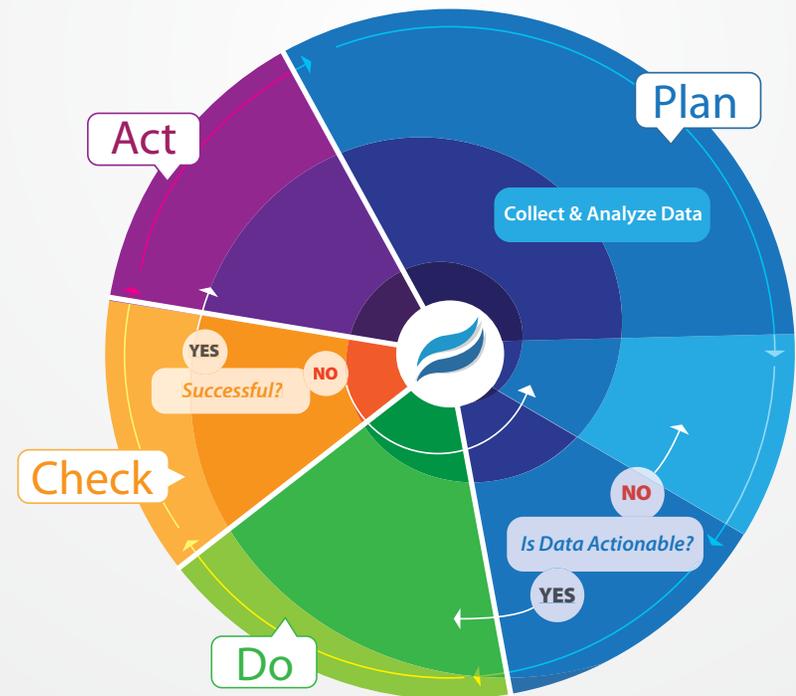
PDCA CYCLE

PLAN

The "Plan" phase starts with Identifying an opportunity for Relentless Improvement (R.I.). Establish your goals and objectives to align with the College mission.

Rio's Mission: Rio Salado College transforms the learning experience through:
- Choice, Access, and Flexibility
- Customized High Quality Learning Design
- Personalized Service and Organizational Responsiveness

Study existing data to see if it is actionable or if more data needs to be collected. Once the data collected is actionable, determine the best type of intervention to implement.

DO

In phase two, the "Do" phase, it is time to implement and pilot the intervention.

CHECK

Measure the effects of the new process and compare the results against the expected results to ascertain any differences. Make a decision about the success of the improvement.

ACT

Formalize and standardize the process or results and document the learning to close the loop. While this loop is closed, the process improvement cycle is not. We now move to the next level in the spiral of the PDCA cycle.