

# Continuous Quality Improvement Cycle

Continuous Quality Improvement (CQI) is a process of collecting, analyzing & using data to improve the quality of services or products on an ongoing basis. Put simply, CQI helps teams “get better at getting better.”

The Continuous Quality Improvement Cycle is a series of steps – Plan, Do, Study, Act – for structuring a CQI practice. It is part of our [CQI Process for Social Service Providers](#).

## 1. Plan

- Propose an experiment & hypothesis, i.e., a new or different approach to test
- Develop specific plan for testing & include in creating a Capacity Improvement Plan
- Identify key roles & resource needs
- Define time frame & measures of success

## 2. Do

- Prepare to implement the Capacity Improvement Plan
- Implement the Capacity Improvement Plan
- Collect documentation & data

## 3. Study

- Track results & analyze impact
- Share results with team
- Identify possible adjustments
- Identify & celebrate learnings & successes

## 4. Act

- Adopt successful practices
- Make adjustments where needed
- Determine what more needs to be done and/or learned
- Set up for next round

