

This issue features annotated examples of required components of an ODP QM Plan and shines the light on each part that makes up one complete plan.

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Once you determine which area(s) to focus your improvement efforts on, you need to develop a plan that includes two main parts.

### Part #1 – QM Plan

Describes, in broad terms, the long-term plan for moving forward. Speaks to an organization's mission and vision through identifying improvement priorities. Does not change over the course of its lifecycle (per best practice, one fiscal year).

Example: [Annotated QM Plan](#)

### Part #2 – Action Plan

Not a stand-alone document, but rather an extension of the QM Plan. Details how the QM Plan will be put into action (the blueprint). Describes in detail the action items to achieve target objective(s) in the QM Plan. As a working document—should continually be modified and updated based on findings and lessons learned during the QM Plan lifecycle (per best practice, at least quarterly).

Example: [Annotated Action Plan](#)

Don't forget: [ODP's Quality Management Plan & Action Plan Review Checklist](#)

### Q&A CORNER

**Question:** What's the difference between Plan-Do-Check-Act (PDCA) and Plan-Do-Study-Act/Adjust (PDSA)?

**Answer:** Both are continuous improvement models used widely. PDCA was the precursor to PDSA. The main difference is in the 3<sup>rd</sup> step where "Check" involves comparing actual results of current processes with expected results and then moving on to take action. "Study" involves a more considered approach for reflecting on the meaning of results, through an analytical review of whether a process improved, and in what ways.

- Stay tuned for more on this topic in future QM Spotlight publications -