Informal Quality Improvement is improvement in process or satisfaction or efficiency that doesn’t follow a formal Plan Do Study Act (PDSA) cycle. Projects submitted should be sustainable and completed to improve a process. Projects can be individual or team based.

Project Description (including problem that initiated the improvement):

Project Completed by:

Project Completion Date:

Improvement(s):

Impact/Benefit:

Please forward completed form to the Office of Performance Management. Thank you