

**1**

Identify a program or project that needs to be improved.

**2**

Establish a performance improvement goal or objective.

**6**

Measure and evaluate the performance of the program or project.



**CONTINUOUS  
IMPROVEMENT  
MODEL**

**3**

Evaluate and identify problems or barriers in the program or project.

**5**

Implement agreed-upon solutions.

**4**

Identify solutions that will improve performance of the program and project.