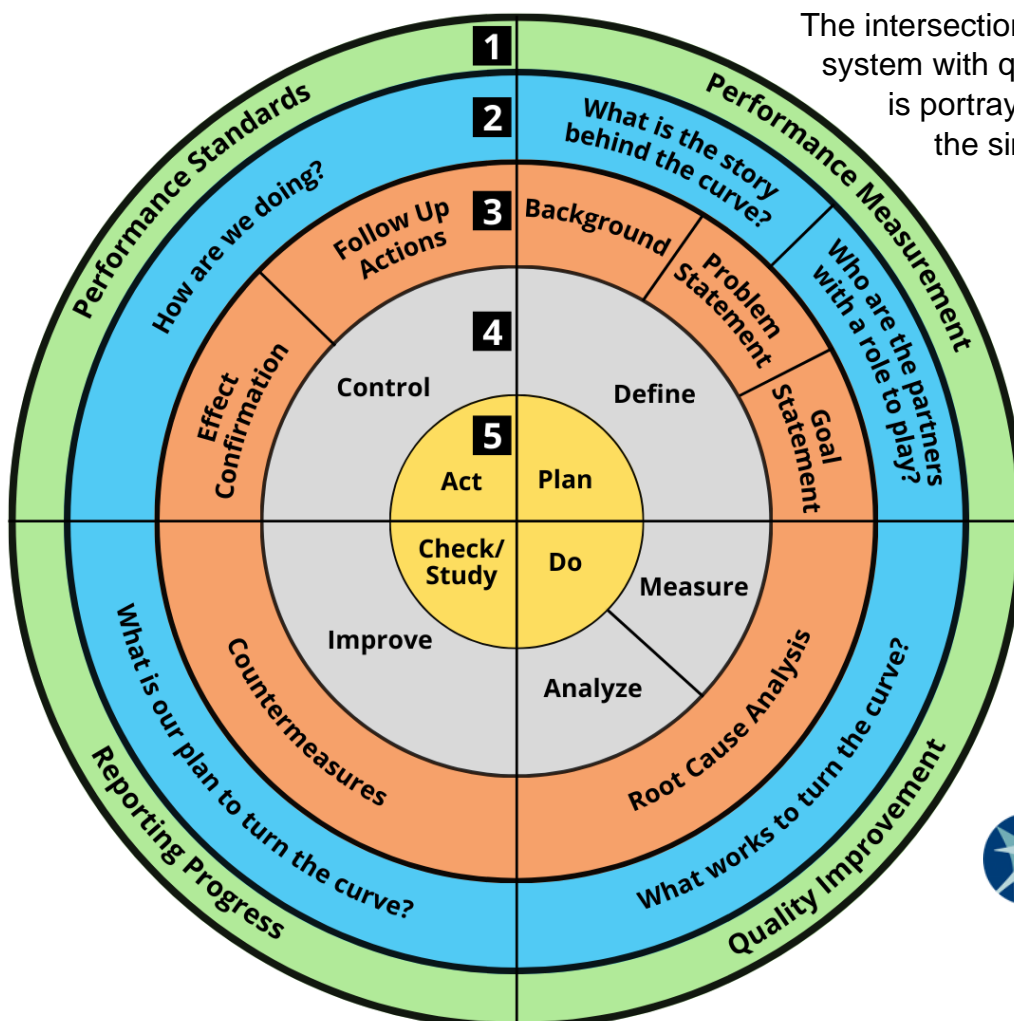


# Performance Excellence Methodologies

The public health performance management system and the key quality improvement (that is process improvement, continuous improvement, lean) methodologies have intersections and commonalities. The core steps followed in each process center around four cyclical phases to measure performance, identify areas for improvement using data analysis, implement solutions, and report on progress.

Methodology	Description
<a href="#">Public Health Performance Management System Framework</a>	A cyclical process of selecting indicators, measuring performance, implementing quality improvements, and reporting on progress
<a href="#">Results-Based Accountability (RBA)</a>	A data-driven decision-making methodology that starts with the ends and works towards the means to track measures and identify improvements for the best possible results
<a href="#">A3 Problem Solving</a>	A continuous improvement and structured problem-solving approach that is documented on one page (i.e., A3 size paper)
<a href="#">Define, Measure, Analyze, Improve, and Control (DMAIC)</a>	A data-driven process improvement procedure that utilizes a variety of tools throughout its five phases
<a href="#">Plan-Do-Check-Act (PDCA) or Plan-Do-Study-Act (PDSA)</a>	An iterative problem-solving method that occurs in four stages



The intersection of the performance management system with quality improvement methodologies is portrayed as layers of a circle to illustrate the similarities of the various processes.

## Legend

- 1** Public Health Performance Management System
- 2** Results-Based Accountability (RBA)
- 3** A3 Problem Solving
- 4** Define, Measure, Analyze, Improve, and Control (DMAIC)
- 5** Plan-Do-Check-Act (PDCA) or Plan-Do-Study-Act (PDSA)

Adapted from Steudel, H. (2014). 04 PDCA-DMAIC Road Maps. Lecture presented for ISyE 515.



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