

LOOK: Faculty and staff look for opportunities to improve systems and processes within the institution.

ENLIST: Once an opportunity has been identified, a team is formed of the people closest to the process to develop possible interventions.

ALWAYS: Evaluate any interventions via controlled experimentation (pilot area) to improve the system and/or process.

PROCEED: Once evaluated the intervention should be standardized across the organization, adjusted for better outcomes, or abandoned that intervention and re-cycle through the model.