

# Practical Next Steps

Addressing Opportunities  
– Case Study



# Case Study

Objective: You are tasked to develop a system to establish if a product is considered a medicinal product, medical device, cosmetic or health supplements in your agency.

Your system shall ensure the following:

- (i) consistency in the decision making process while allowing for change when justified
- (ii) documentation and implementation of the decision
- (iii) feedback channel from customers to facilitate continual refinement of the system, when appropriate

# Process steps in PDCA

Plan	Do	Check	Act
<ul style="list-style-type: none"><li>a. Study the situation.</li><li>b. Determine what needs to be done.</li><li>c. Develop a plan and measurement process for what needs to be done.</li></ul>	Implement the plan.	<ul style="list-style-type: none"><li>a. Determine whether the plan worked.</li><li>b. Study the results.</li></ul>	<ul style="list-style-type: none"><li>a. If it worked, standardize the change.</li><li>b. If it didn't, try something else.</li><li>c. Continue the cycle.</li></ul>