Continuous Improvement Toolkit

Process Decision Program Chart (PDPC)
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- Two approaches to coping with deviation from plans:
  - firefighting & risk management.
- Provides a simple method to identify both risks and countermeasures.
- If the plan is displayed diagrammatically, then identified risks and countermeasures are added in subsequent boxes.
- Two of the most common elements of risk are cost and time.
- Process Decision Program Chart (PDPC)
To Cope with Identified Risks:

**Risk Identified**

- **Risk Avoidance**
  - Select alternative actions
  - Abandon planned actions

- **Risk Reduction**
  - Change actions to reduce risk
  - Add actions to reduce risk

- **Contingency Planning**
  - Plan to cope with risk
- Process Decision Program Chart (PDPC)

**Approach:**

- Gather the team to work on the PDPC. *(Invite experts in specific elements of the plan)*
- Identify the objective of using PDPC and the criteria for making decisions. *(e.g. How to select countermeasures)*
- Identify the areas of the plan which need to be examined.
- Break down the task into a Tree Diagram.
- Identify potential problems that could occur per each plan item.
- Identify and prioritize possible countermeasures.
- Change the plan, add new elements to the plan.
Example – Planning a Holiday:

Plan

Decide when to go

Problem / Risk

All booked up

Countermeasure

Cancel travel plan

Decide how to go

Very expensive

Get a loan

Takes too long

Travel by bus

Decide where to go

Family disagreement

Cancel travel plan

Choose another destination

Planning a holiday
Example – Planning a Holiday:

- Decide when to go
- Decide how to go
- Decide where to go

Problem / Risk:
- All booked up
- Very expensive
- Family disagreement

Countermeasure:
- Cancel travel plan
- Travel by bus
- Choose another destination