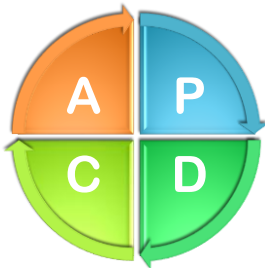




GESTÃO

CICLO
P D C A





CICLO
P D C A

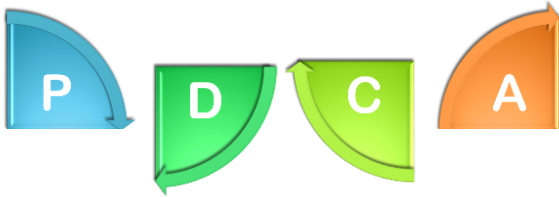


W. Edwards
DEMING



(1900 - 1993)

CICLO DE CONTROLE
DE DEMING

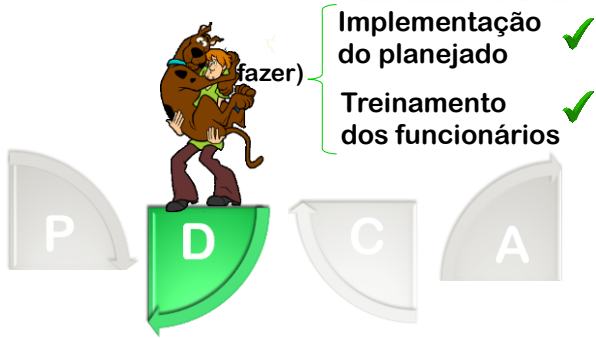


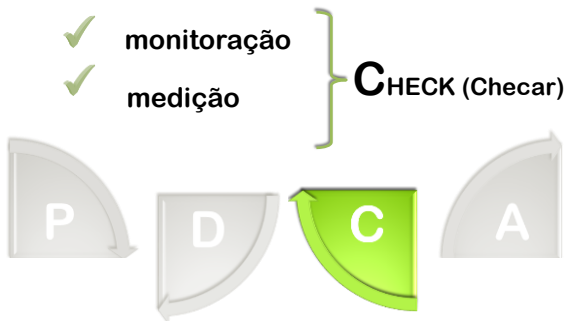
PLAN (Planejar) { onde ✓
 como ✓

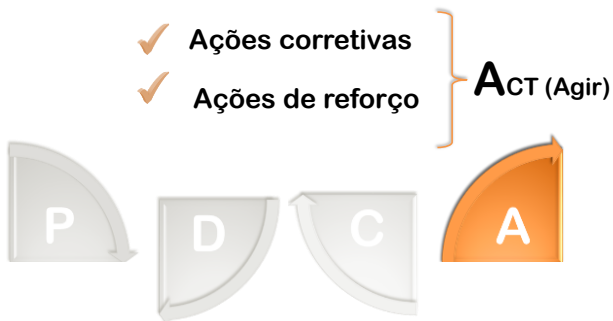


PLAN (Planejar) { objetivos/metass ✓
 processos ✓











**CICLO
P D C A**



Melhoria contínua dos processos de gestão ✓

Seqüências de etapas para controlar processos-gestão ✓

Ferramenta que dá diretriz ao processo de melhoria ✓

Aperfeiçoamento do Benchmarking ✗

Melhoria do ambiente concorrencial ✗

