This document is designed to help professionals who want to start quality improvement (QI) programmes in their workplace. It starts with a real example about how staff at a hospital in India used QI methods to provide better care to pregnant women. The guide then provide more details about each QI step and includes annexes with tools that health workers can use to identify and solve problems on their own.

The document will also be useful for supervisors, managers and leaders who are supporting providers to deliver better care.
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