STEP 1
Practically relevant problem
= needs, demands
= products agreement

STEP 2
Practical program formulation
1. preparation
= brainstorming about causes and solutions
= goals/objectives
= practical instruments from colleagues' experiences
= implementation design
= feasibility
= capacity and personnel / training needs
= costs
2. management decision

STEP 3
Practical implementation
= coordination
= trial and error, adjustments

STEP 4
Practice evaluation
= judgments by practitioners
= client satisfaction
= regular monitoring
= performance and financial audit