

BSBMGT516A Facilitate Continuous Improvement

This unit describes the performance outcomes, skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.

Designed for:

This unit applies to managers who take an active role in managing the continuous improvement process in order to achieve the organisation's objectives. Particularly where managers are closely associated with the creation and delivery of products and services, they play an important part in influencing the ongoing development and betterment of the organisation.

At this level, work will normally be carried out within complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem solving and decision making strategies.

Duration:

1 day

Elements of Competency and Performance Criteria

Lead continuous improvement systems and processes

- Develop strategies to ensure that team members are actively encouraged and supported to participate in decision making processes, and to assume responsibility and exercise initiative as appropriate
- Establish systems to ensure that the organisation's continuous improvement processes are communicated to all stakeholders
- Develop effective mentoring and coaching processes to ensure that individuals and teams are able to implement and support the organisation's continuous improvement processes

Monitor and adjust performance strategies

- Develop strategies to ensure that systems and processes are used to monitor operational progress and to identify ways in which planning and operations could be improved
- Adjust and communicate strategies to all stakeholders according to organisational procedures

Manage opportunities for further improvement

- Establish processes to ensure that team members are informed of outcomes of continuous improvement efforts
- Ensure processes include documentation of work team performance to aid the identification of further opportunities for improvement
- Consider areas identified for further improvement when undertaking future plan



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