

This unit describes the performance outcomes, skills and knowledge required to implement the organisation's continuous improvement systems and processes. Particular emphasis is on using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

Designed for: This course is suitable for all frontline managers.

Duration: 1 day

Application of the unit: Frontline managers have an active role in implementing the continuous improvement process to achieve the organisation's objectives. Their position, closely associated with the creation and delivery of products and services, means that they have an important role in influencing the ongoing development of the organisation.

At this level, work will normally be carried out within routine and non routine methods and procedures, which require planning and evaluation, and leadership and guidance of others.

Elements and performance criteria:

Element	Performance criteria
Implement continuous improvement systems and processes	<ul style="list-style-type: none"> ▪ Implement systems to ensure that individuals and teams are actively encouraged and supported to participate in decision making processes, assume responsibility and exercise initiative ▪ Communicate the organisation's continuous improvement processes to individuals and teams, and obtain feedback ▪ Ensure effective mentoring and coaching allows individuals and teams to implement the organisation's continuous improvement processes
Monitor and review performance	<ul style="list-style-type: none"> ▪ Use the organisation's systems and technology to monitor and review progress and to identify ways in which planning and operations could be improved ▪ Improve customer service through continuous improvement techniques and processes ▪ Formulate and communicate recommendations for adjustments to those who have a role in their development and implementation
Provide opportunities for further improvement	<ul style="list-style-type: none"> ▪ Implement processes to ensure that team members are informed of savings and productivity/service improvements in achieving the business plan ▪ Document work performance to aid the identification of further opportunities for improvement ▪ Manage records, reports and recommendations for improvement within the organisation's systems and processes



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