

BSBMGT403A: Implement continuous improvement

Description

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. No licensing, legislative, regulatory or certification requirements apply to this unit at the time of endorsement.

Element	Performance criteria
1. Implement continuous improvement systems and processes	1.1 Implement systems to ensure that individuals and teams are actively encouraged and supported to participate in decision making processes , assume responsibility and exercise initiative 1.2 Communicate the organisation’s continuous improvement processes to individuals and teams, and obtain feedback 1.3 Ensure effective mentoring and coaching allows individuals and teams to implement the organisation’s continuous improvement processes
2. Monitor and review performance	2.1 Use the organisation’s systems and technology to monitor and review progress and to identify ways in which planning and operations could be improved 2.2 Improve customer service through continuous improvement techniques and processes 2.3 Formulate and communicate recommendations for adjustments to those who have a role in their development and implementation
3. Provide opportunities for further improvement	3.1 Implement processes to ensure that team members are informed of savings and productivity/service improvements in achieving the business plan 3.2 Document work performance to aid the identification of further opportunities for improvement 3.3 Manage records, reports and recommendations for improvement within the organisation’s system and processes

Skills and Knowledge

Required skills

- Communication skills to:
 - Coach and mentor team members
 - Gain the commitment of individuals and teams to continuously improve
- Innovation skills to design better ways of performing work.

Required knowledge

- Principles and techniques associated with:
 - Benchmarking
 - Best practice
 - Change management
 - Continuous improvement systems and processes
 - Quality systems.

Overview of assessment

Critical aspects for assessment and evidence required to demonstrate competency in this unit

Evidence of the following is essential:

- Taking active steps to implement, monitor and adjust plans, processes and procedures to improve performance
- Supporting others to implement the continuous improvement system/processes, and to identify and report opportunities for further improvement
- Knowledge of principles and techniques associated with continuous improvement systems and processes.