

## **BSBMGT516A: Facilitate continuous improvement**

### **Description**

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

<b>Element</b>	<b>Performance criteria</b>
1. Lead continuous improvement systems and processes	<p>1.1 Develop <b>strategies</b> 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</p> <p>1.2 Establish <b>systems</b> to ensure that the organisation's <b>continuous improvement processes</b> are communicated to all <b>stakeholders</b></p> <p>1.3 Develop effective mentoring and coaching processes to ensure that individuals and teams are able to implement and support the organisation's continuous improvement processes</p>
2. Monitor and adjust performance strategies	<p>2.1 Develop strategies to ensure that systems and processes are used to monitor <b>operational progress</b> and to identify ways in which planning and operations could be improved</p> <p>2.2 Adjust and communicate strategies to all stakeholders according to organisational procedures</p>
3. Manage opportunities for further improvement	<p>3.1 Establish processes to ensure that team members are informed of outcomes of continuous improvement efforts</p> <p>3.2 Ensure processes include <b>documentation of work team performance</b> to aid the identification of further opportunities for improvement</p> <p>3.3 Consider areas identified for further improvement when undertaking future planning</p>

## **Skills and Knowledge**

### ***Required skills***

- Innovation and lateral thinking skills to design better ways for achieving work outcomes
- Leadership skills to gain the confidence and trust of others
- Communication skills to communicate opportunities for improvement, and to coach and mentor staff.

### ***Required knowledge***

- Continuous improvement models
- Quality systems.

### ***Overview of assessment***

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

Evidence of the following is essential:

- Examples of strategies and approaches to improve work outcomes or organisational functioning
- Methods for monitoring performance and customer service
- Knowledge of continuous improvement models.