Business Improvement Techniques,
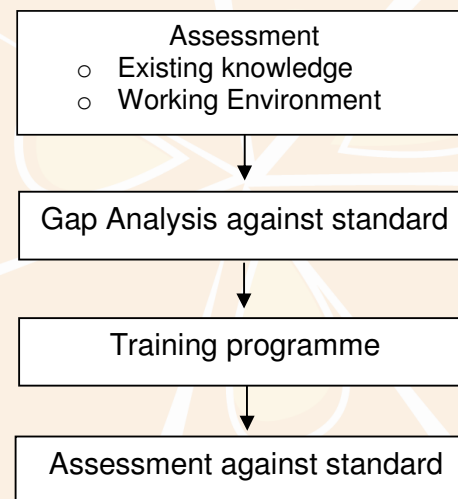# National Vocational Qualification: Level 2

Proposed Delivery Strategy

Assessment
- Existing knowledge
- Working Environment

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Gap Analysis against standard

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Training programme

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Assessment against standard

Business Improvement Techniques,
National Vocational Qualification: Level 2

Proposed Delivery Model

Mandatory Units:
- Complying with Statutory Regulations and Organisational Safety Requirements
- Contribute to Effective Team Working
- Applying Workplace Organisation (5S/5C)
- Applying Continuous Improvement Techniques (Kaizen)
- Creating Visual Management Systems
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Optional Units:
- Applying Problem Solving Techniques

Delivery:

Week number	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
Activity	Introduction, Health and Safety and Effective Team Building	5S, Kaizen	Problem Solving Techniques	Visual management systems and project		Assessment and guidance			Assessment and guidance			Assessment and guidance			Assessment and guidance

Business Improvement Techniques NVQ Level 2	
Introduction	**Health and Safety**
At the end of this module the candidate should be able to: • State the key elements of a National Vocational Qualification. • Identify what they need to do in order to achieve an NVQ level 2 in Business Improvement Techniques • Define the terms Quality, Quality Control, Quality Assurance and Total Quality Management. • State the importance of Quality • Differentiate between Continuous Improvement (Kaizen) and Breakthrough or Step Improvement.	**At the end of this module the candidate should be able to:** • State the roles and responsibilities of people under the HSAWA 1974 • Identify warning signs • State how information relating to Health and Safety can be accessed. • Define the term 'hazard'. • Define the term 'risk' • State the purpose of risk assessment. • State the procedures for moving heavy loads. • Identify the causes of fire and how they can be tackled. • State the purpose of COSHH • State the importance of good 'housekeeping'.

Effective Team Building	**5S**
At the end of this module the candidate should be able to: • Identify the advantages and limitations of different communication methods. • State the advantages of effective team building and maintenance. • Create and use a skills matrix • State how to deal with difficulties and disagreements • Identify the most effective methods for communicating performance data • Identify the importance of behaviour, dress, language and politeness.	**At the end of this module the candidate should be able to:** • Identify the elements of 5S • Appreciate the advantages of adopting 5S • Select work for 5S activity • State the purpose and procedure of a 'red flag' exercise • Identify the procedure for conducting a 5S auction • State how to score and audit the deployment of 5S • Appreciate the advantages of using standard operating procedures. • Identify how to correlate activities into standard operating procedures.

Applying Continuous Improvement Techniques (Kaizen)	Applying Problem Solving Techniques
At the end of this module the candidate should be able to: • Identify the principles and processes of Kaizen • Identify the 'seven wastes' and how to eliminate them • Identify the 'six hidden losses' and how to eliminate them • State how to select a Kaizen activity. • Identify root cause analysis. • Distinguish fact from fiction to identify measurable improvements • Evaluate improvement ideas • Set quantifiable targets and objectives • Identify techniques for visually communicating Kaizen activity • Identify the eight lean manufacturing performance indicators and how they are applied	**At the end of this module the candidate should be able to:** • State the business need for problem identification and elimination • Identify the benefits of formalised problem solving. • Identify the criteria for selecting teams for problem solving activities • State the purpose of 'time line graphing'. • Explain the meaning of 'containment action planning'. • Performing brainstorming and create cause and effect diagrams • Perform a 5 Why exercise • State the procedure for selecting permanent corrective actions, preventing recurrence and capturing process improvement opportunities.

Creating Visual Management systems	**Selecting Projects**
At the end of this module the candidate should be able to: • Identify the criteria for selecting the process for visual management. • Locate information for developing a local visual management system • Identify the different types of visual management system • Differentiate between business and local performance measures • Identify the measures of performance in a lean business environment • Apply the Deming cycle • Construct a Pareto chart and other identification of other communication methods.	During this session the assessors will work with the candidates to design a project that will meet the requirements of the NVQ and make a real improvement in business performance.