

Business Improvement Techniques NVQ Level 2

Accreditation Body: City & Guilds

Introduction/Summary

This programme has been produced to assist organisations in improving their business activities by applying the tools and techniques of continuous improvement. It demonstrates how eliminating waste, reducing variation and preventing defects through managing quality and process flows can dramatically improve business performance.

The Business Improvement Techniques Award may be achieved by following one of the following pathways...

- Process Improvement
- Quality Improvement

Qualification

The level 2 qualification has been designed for those people who are...

- Workers involved in business improvement within a team who wish to have their business improvement competencies assessed for certification purposes.
- New employees who have undertaken some business improvement training and are now acquiring experience within a team and wish to demonstrate their competencies for assessment purposes.
- Anyone within the organisation involved with operational effectiveness.

To achieve the full award, candidates must complete 5 Mandatory and 1 Optional Unit (6 in total). Depending upon which pathway is chosen, the following Units are available

Mandatory Units

- Complying with Statutory Regulations and Organisational Safety Requirements
- Contributing to effective Team Working
- Applying workplace organisation (5S/5C)
- Applying continuous improvement techniques (Kaizen)
- Creating Visual Management Systems
- Applying Six Sigma methodology to a project
- Carrying out Six Sigma Process Mapping
- Applying basic statistics

Optional Units

- Analysing and Selecting Parts for Improvement
- Carrying out Lead Time Analysis
- Applying Set-up Reduction Techniques (SMED)
- Applying Total Productive Maintenance (TPM)
- Applying Problem Solving Techniques
- Carrying out Statistical Process Control Procedures (SPC)
- Applying Flow Process Analysis
- Carrying out Potential Failure Modes and Effects Analysis (FMEA)
- Carrying out Measurement Systems Analysis (MSA)
- Carrying Out Mistake/Error Proofing (Poka Yoke)
- Creating Standard Operating Procedures
- Applying Six Sigma methodology to a project
- Carrying out Six Sigma Process Mapping
- Applying basic statistics

- Applying workplace organisation (5S/5C)
- Applying continuous improvement techniques (Kaizen)
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- Carrying out Lead Time Analysis
- Creating Visual Management Systems
- Applying Set-up Reduction Techniques (SMED)

Requirements

To gain this qualification the learner must be employed ideally in a manufacturing environment and working within a team.

Day One "Shopping List"

At either the first meeting with their assessor or on the first day of training whichever is earliest it will be necessary for the learners to bring the following evidence with them to assist in the building of their portfolios.

Individuals Information:

- Job Description
- Curriculum Vitae
- Training Records or Copies of Certificates
- Copy of personal development plan if available

Company Information:

- Company Mission Statement
- Copies of Discipline/Grievance Policies
- Copy of Company Health & Safety Policy
- Company Structure and/or Organisation Chart

The learner may need assistance in compiling this and where more than one learner from your organisation is completing the management NVQ each one will need a separate copy of the above.