

Business Improvement Techniques NVQ Level 3

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 3 qualification has been designed for those people who are...

- Employed as supervisors, team leaders or facilitators and are responsible for carrying out business improvement activities.
- Prepared – through Continuous Professional development – to take on staff responsibilities in a Business Improvement environment
- Involved more deeply in the business at any level who require a more in-depth understanding of business improvement practices.

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)
- Leading Effective Teams
- Applying continuous improvement techniques (Kaizen)
- Creating Visual Management Systems
- Applying continuous improvement techniques (Kaizan)

Optional Units

- Creating Flexible Production and Manpower Systems
- Carrying out Problem Solving Activities
- Creating Flexible Production and Manpower Systems
- Analysing and Selecting Parts for Improvement
- Carrying out Lead Time Analysis
- Carrying out Value Stream Mapping (VSM)
- Applying Set-up Reduction Techniques (SMED)
- Applying Total Productive Maintenance (TPM)
- Carrying Statistical Process Control Procedures (SPC)
- Applying Flow Process Analysis
- Applying Policy Deployment (HOSHIN KANRI)

- Applying Value Management (Value Engineering & Value Analysis)
- Carrying Out Potential Failure Modes and Effects Analysis (FMEA)
- Carrying out Measurement Systems Analysis (MSA)
- Carrying out Design of Experiments (DOE)
- Carrying out Mistake/Error proofing (POKA YOKE)
- Applying quality function deployment (QFD)
- Creating Standard Operating Procedures
- Carrying out Problem Solving Activities
- Applying Six Sigma methodology to a project
- Carrying Out Six Sigma Methodology to a Project
- Applying basic statistics
- Applying Six Sigma Metrics to a project
- Producing a Characteristics Selection Matrix
- Carrying out Capability Studies
- Producing Multi variable Charts
- Applying Hypothesis Testing
- Carrying out Evolutionary Operations (EVOP)
- Applying Central Limit Theorem and Confidence Intervals
- Producing Taguchi Linear Graphs
- Applying Response Surface Methodology

Requirements

To gain this qualification the learner must be employed ideally in a manufacturing environment and must have a rôle in the organisation and supervision of staff.

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.