



Australian Government

BSBMGT403 Implement continuous improvement

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 1.0.

Application

This unit describes the skills and knowledge required to implement the organisation's continuous improvement systems and processes. It covers using systems and strategies to actively encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

It applies to managers who have an active role in implementing the continuous improvement process to achieve the organisation's objectives. Their position is closely associated with the creation and delivery of products and services which means that they have an important role in influencing the ongoing development of the organisation.

At this level, work will normally be carried out within routine and non-routine methods and procedures, which require planning, evaluation, leadership and guidance of others.

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

Unit Sector

Management and Leadership – Management

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Implement continuous improvement systems and processes	<p>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</p> <p>1.2 Communicate the organisation's continuous improvement processes to individuals and teams, and obtain feedback</p> <p>1.3 Ensure effective mentoring and coaching allows individuals and teams to implement the organisation's continuous improvement processes</p>
2. Monitor and review performance	<p>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</p> <p>2.2 Improve customer service through continuous improvement techniques and processes</p> <p>2.3 Formulate and communicate recommendations for adjustments to those who have a role in their development and implementation</p>
3. Provide opportunities for further improvement	<p>3.1 Implement processes to ensure that team members are informed of savings and productivity/service improvements in achieving the business plan</p> <p>3.2 Document work performance to aid the identification of further opportunities for improvement</p> <p>3.3 Manage records, reports and recommendations for improvement within the organisation's systems and processes</p>

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Reading	1.1, 1.2, 2.1, 3.2, 3.3	<ul style="list-style-type: none"> Evaluates and integrates facts and ideas to construct meaning from a range of text types in an effort to implement continuous improvement systems and processes
Writing	1.1, 1.2, 2.1, 2.2, 2.3, 3.1, 3.2, 3.3	<ul style="list-style-type: none"> Selects vocabulary, grammatical structures and conventions appropriate to text Researches, plans and prepares continuous improvement documentation for relevant stakeholders
Oral Communication	1.2, 1.3, 2.3	<ul style="list-style-type: none"> Participates in a variety of spoken exchanges with a range of audiences using structure and language to suit the audience
Navigate the world of work	2.1	<ul style="list-style-type: none"> Monitors adherence to organisational policies and procedures and considers own role in terms of its contribution to broader goals of the work environment
Interact the work of others	1.2, 1.3, 2.3, 3.1	<ul style="list-style-type: none"> Selects and uses appropriate conventions and protocols when communicating with diverse individuals to seek or share information Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group communication, influencing direction and taking a leadership role on occasion
Get the work done	1.1, 1.3, 2.1, 2.2, 3.1, 3.2, 3.3	<ul style="list-style-type: none"> Takes responsibility for planning and organising own workload to achieve required outcomes Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information and identifying and evaluating options against agreed criteria Evaluates effectiveness of decisions in terms of how well they meet stated goals Uses digital applications to access and filter data, extract, organise, integrate and share relevant information Recognises the potential of new approaches to enhance work practices and outcomes

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
BSBMGT403 Implement continuous improvement	BSBMGT403A Implement continuous improvement	Updated to meet Standards for Training Packages	Equivalent unit

Links

Companion volumes available from the IBSA website:

http://www.ibsa.org.au/companion_volumes - http://www.ibsa.org.au/companion_volumes