



ILM Level 5

Certificate in Service Improvement

Who is this qualification for?

The Level 5 Certificate in Service Improvement is designed for experienced or new department heads and project leads or other middle managers in organisations adopting lean methodologies or looking for ways to improve performance and efficiency. Learners will learn to lead significant service improvements using lean methods.

Benefits for individuals

- Analyse and evaluate lean production and improvement methods
- Create a project proposal using lean methods to improve a service in your organisation
- Implement the service improvement project, with appropriate controls
- Evaluate and report on the success of the project.

Benefits for employers

- Managers with an advanced understanding of lean production methods to maximise value to customers and minimise waste
- Support a culture of continuous improvement in your organisation
- Transfer of skills to the workplace through the implementation of an action learning programme.

This qualification comprises two units. The first unit develops learners' understanding of lean production methods and techniques, and takes them through the process of identifying a potential service improvement and planning an improvement project based on lean methods. The second unit helps them to implement the project plan, establish controls, and monitor and review the service improvement.

Progression

Successful learners have the option to progress to a range of other qualifications including:

- ILM Level 5 Diploma or Extended Diploma in Leadership and Management
- ILM Level 5 Diploma in Principles of Leadership and Management.

Qualification overview

Qualification title	Credit value	Total qualification time	GLH	Structure
Level 5 Certificate in Service Improvement QAN: 600/5839/0	19 credits	190 hours	20	<ul style="list-style-type: none">Two hour inductionAt least three hour tutorial supportTwo mandatory units*

*Refer to table below for unit details

Rules of combination

- Two mandatory units (total credit value of 19)

Overview of units

Reference	Unit title	Level	CV*	GLH**
8758-500	Preparing to Apply Lean Production and Improvement Methodologies to Operational Problems in Service Delivery	5	8	8
8758-501	Applying Lean Production and Improvement Methodologies to Operational Problems in Service Delivery	5	11	12

*Credit value **Guided learning hours

Contact ILM

The ILM Customer Service Team is dedicated to providing the very best in customer care. If you need guidance on any aspect of leadership and management development, whether at an individual or organisational level, contact ILM.

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ILM is a City & Guilds Group Business. City & Guilds Limited (Registered Company 16513878) is the Awarding Organisation for ILM qualifications.

Learning resources

There is a range of materials available to support ILM qualifications through our online portal, Walled Garden, and the ILM website. Contact us to find out more.

Institute of Leadership & Management membership

All ILM learners receive a minimum of 12 months membership of the Institute of Leadership & Management, bringing access to a wealth of resources to support their leadership development.

Our ethos

Our qualifications combine innovative design with a strong focus on workplace performance. We believe this delivers well-rounded managers with a proven ability to perform to the required standards.