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| Title: | **Applying lean production and improvement methodologies to operational problems in service delivery** | | |
| Level: | 5 | | |
| Credit value: | 11 | | |
| Unit guided learning hours | 12  NB: The guided learning hours for this unit are primarily required for coaching or mentoring support as learners apply their learning to agreed projects | | |
| Learning outcomes (the learner will) | | Assessment criteria (the learner can) | |
| 1. Be able to undertake a service delivery improvement project using lean production and improvement methodologies | | 1.1  1.2  1.3 | Develop a plan to improve a workplace project using lean production and improvement methodologies  Implement an appropriate improvement to service delivery, using the plan  Use appropriate controls and monitoring techniques to ensure the continuing implementation of the improvement project |
| 1. Be able to develop a report on the outcomes of the service improvement project | | 2.1  2.2 | Evaluate the success of the improvement project, explaining how it is controlled to produce long term sustainability of the improvement  Develop a report on the improvement project that communicates the outcomes of the improvement project |
| **Additional information about the unit** | |  | |
| Unit purpose and aim(s) | | To enable learners to implement and review a service delivery improvement project using lean production and improvement methodologies. | |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | | Links to Management and Leadership 2008 NOS: C2, C4 & C5 | |

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| Assessment requirements or guidance specified by a sector or regulatory body (if appropriate) | |  |
| Support for the unit from a sector skills council or other appropriate body (if required) | | Council for Administration (CFA) |
| Equivalencies agreed for the unit (if required) | | M5.34 Applying lean production and improvement methodologies to operational problems in service delivery |
| Location of the unit within the subject/sector classification system | | 15.3 Business Management |
| **Additional Guidance about the Unit** | | |
| **Indicative Content:** | | |
| 1 | * How to apply lean production and improvement methodologies to define, measure and analyse problems with service delivery, make improvements and control these improvements * Leading a group of people through the improvement process * Practical strategies for introducing changes to systems and procedures and monitoring their effectiveness | |
| 2 | * Report preparation and presentation skills | |