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| Title: | **Preparing to apply lean production and improvement methodologies to operational problems in service delivery**  |
| Level: | 5 |
| Credit value: | 8 |
| Unit guided learning hours | 8 |
| Learning outcomes (the learner will) | Assessment criteria (the learner can) |
| 1. Understand how to use lean production and improvement methods to measure and analyse service problems
 | 1.11.2 | Evaluate a range of lean production and improvement methods appropriate for measuring and analysing service problemsCompare and contrast lean production and improvement methods currently employed within the organisation |
| 1. Understand how to develop a service improvement project using lean production andimprovement methodologies
 | 2.12.2 | Describe an aspect of service delivery requiring improvementDevelop a project proposal which uses lean production and improvement methods to bring about service improvement |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | To enable learners to prepare a service 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 Leadership and Management 2008 NOS: C2, C4 & C5  |
| 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) | M5.33 Preparing to apply 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 | * Principles of lean production (DMAIC), six sigma, kaizen/continuous improvement and related models
* Importance of problem definition; range of techniques to identify problems and their root causes
* Role, purpose, content and structure of a project proposal
* Organisational drivers and stakeholders in relation to an improvement project, and their implications for successful delivery
* Criteria for judging the appropriateness of a project proposal
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| 2 | * Problem measurement (distinguishing between measurable and descriptive data)
* Employ range of techniques to analyse data (calculate mean, median and mode; distinguish between and explain characteristics of normal distribution and skewed distributions; produce histograms, bar charts, scatter charts, line graphs, Pareto diagrams, run/control charts)
* Reasons for common cause (trivial many) and special cause (significant few) variation
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