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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 | | | 1.1  1.2 | Evaluate a range of lean production and improvement methods appropriate for measuring and analysing service problems  Compare 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 | | | 2.1  2.2 | Describe an aspect of service delivery requiring improvement  Develop 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 | | | |
| 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 | | | |