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| Title: | **Managing improvement (M5.02)** |
| Level: | 5 |
| Credit value: | 3 |
| Learning outcomes | Assessment criteria |
| 1. Understand the effectiveness of the organisation and own ability to manage and improve quality to meet customer requirements
 | 1.1 Critically assess the organisation’s effectiveness in managing quality to meet or exceed customer requirements1.2 Evaluate own ability to manage quality to meet or exceed customer requirements  |
| 1. Be able to plan and implement projects to meet, and if possible exceed, customer requirements
 | 2.1 Develop an improvement plan that is designed to meet and, if possible, exceed customer requirements2.2 Implement improvement plans designed to meet or exceed customer requirements |
| **Additional information about the unit** |  |
| Unit purpose and aim(s) | To develop understanding and ability to manage quality, so as to be able to plan improvements to meet or exceed customer requirements, as required by a practising or potential middle manager. |
| Details of the relationship between the unit and relevant national occupational standards or professional standards or curricula (if appropriate) | Links to MSC 2004 NOS: F2, F8, F9, F10, F11 |
| 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) | Management Standards Centre (MSC) |
| Location of the unit within the subject/sector classification system | Business Management |
| Unit guided learning hours | 8 |
| 1 | * Quality and customers; quality assurance, quality control and quality auditing
* Quality systems such as BSI, ISO and IiP (benefits and accreditation)
* Total Quality Management
* Tools for maintaining quality, such as records and, where relevant to organisation, the use of statistics
* Conformance and development and practical steps to improve quality
* The costs of quality (positive and negative aspects)
* Concept of internal and external customers and their importance as the focus of the organisation’s activities
* Methods of identifying potential customers
* Methods of identifying customer requirements and monitoring customer satisfaction
* Benchmarking service standards
* Techniques of work and improvement planning to meet customer requirements, such as specifications and service standards, scheduling, and logistics
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| 2 | * Scoping an improvement plan to identify and prioritise areas for improvement, define success criteria and set targets for improvement to meet customer requirements
* Developing and implementing an improvement plan
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