

## Certificate in Understanding Business Improvement Techniques Level 2

### Programme Information

#### KEY INFORMATION

##### Content:

- Continuous Improvement (Kaizen)
- Workplace Organisation
- Safe and Effective Team Working
- Visual Management Systems
- Problem Solving
- Flow Process Analysis

##### Delivery Options:

- Online self directed study
- Online 2 x 3 hour workshops
- Site based 1 day workshop

##### Assessment:

- Online workbook submission

##### Quote & Booking:

[info@tsplearn.co.uk](mailto:info@tsplearn.co.uk)

#### What does this programme cover?

This programme provides learners with knowledge and understanding of business improvement techniques, which can be applied across many different sectors.

#### Who is the programme suitable for?

- Those who wish to learn about lean business improvement techniques.
- Those with a responsibility for improving business performance.
- Those in teams who will be involved in projects focused on improving business performance.

#### How is the programme delivered?

We have a range of flexible learning options that include:

- Online self study - candidates usually complete learning and assessment activities within 1-2 months.
- Online workshops - 2 x 3 hour workshops delivered within an online learning classroom or using your own preferred platform.
- Site based workshop - 1 day workshop delivered at your preferred site location.

#### How is the qualification structured & assessed?

This qualification consists of 6 units that are assessed by completing 2 online assessment workbooks.

#### What related training/qualifications could candidates progress to?

Candidates completing this qualification could consider a wide range of further study including:

- Level 3 and 5 Management qualifications and apprenticeships.

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# Programme Content

TSP's accredited qualifications are underpinned by high quality online training and assessment materials. Our delivery team consists of experienced training consultants that provide your teams with the breadth of support that they need to ensure success. In addition, if you choose to use our delivery teams, we will ensure that we tailor and contextualise content to reflect your business needs.

All programmes are available throughout the year. We work with you to coordinate the dates and modes of delivery (online or site based) that you need. For further information or to discuss your needs, please get in touch using the contact information below.

## Continuous Improvement (Kaizen)

- Main Kaizen principles and their application.
- The 8 wastes of lean manufacturing and how to eliminate them.
- Carry out a Kaizen activity and establish measurable improvements.
- Identifying waste, problems or conditions within a work area or activity where improvements can be made.
- Benefits of standardised working methods, documentation and procedures.

## Workplace Organisation

- Principles and techniques of workplace organisation - 5S technique.
- Factors to consider in work areas.
- Benefits of an organised work environment.
- 5S audit process.
- Standard Operating Procedures (SOPs) and visual controls.
- Information boards, lights, scoreboards, photographs.

## Safe & Effective Working Teams

- Workplace regulations for safe working.
- Potential risks and hazards and how to reduce them.
- Factors that contribute to effective team working.
- The importance of creating and maintaining effective working relationships.
- How team role theory is used in team building.
- Conflict management techniques.
- Providing feedback.

## Visual Management Systems

- The purpose of a visual management system.
- Benefits of visual management systems.
- Elements that contribute to good visual management in the workplace.
- The visual workplace.
- Kanban boards.

## Problem Solving

- Formalised problem solving.
- Root cause analysis.
- Ishikawa/fishbone diagrams.
- Preventing recurrence of a problem.

## Flow Process Analysis

- Flow process analysis.
- Process mapping.
- Value added and non-value added steps.
- Planning where improvements can be made.

\*TSP is offering a 10% reduction on the value of orders for TSP Pro courses confirmed in July & August 2023

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