

# Business- Improvement Techniques

## Overview:

The primary objective of the Level 3 **Business-Improvement Techniques VRQ** is to improve business performance as a whole through empowering the people that make up the organisation.

B-IT is intended to maximise your company profits and revenues by the elimination of waste and the creation of flow through the business by reducing cost and variation. It also aims to improve responsiveness by making more effective use of people and physical assets.

## Objectives:

- The Level 3 Business-Improvement Techniques qualification focuses on knowledge and understanding of lean business improvement principles using practical skills where appropriate
- The qualification is suitable for anyone responsible for contributing to or applying quality and process improvements in the workplace across all sectors - not just manufacturing
- This qualification is well suited to those employed as supervisors, team leaders or facilitators and are responsible for carrying out and implementing business improvement activities
- Throughout the delivery of this qualification the team will work on an improvement project tailored to meet your business objectives

Course Duration: 12 months @ 1 day/ month



# Why Choose this Qualification?

For Employers the qualification can:

- Improve business performance and help win contracts
- Maximise company profits and revenues
- Reduce costs, variation and waste
- Streamline key Processes and speed up Delivery
- Assist with recruitment and retention
- Boost employee morale and motivation
- Demonstrate the quality of the workforce to existing and potential customers
- Help reduce workplace accidents

For Employees the qualification can:

- Turn them into Lean Change Agents
- Help improve career development and promotional opportunities
- Impart a sense of achievement
- Be gained on the job
- Lead to involvement in more Kaizen Events/Projects
- Be completed at an appropriate time and pace



# Course Content

## Applying Continuous Improvement Techniques

- Scope Project & complete Project Charter
- Carry out 7 Waste Audit Walk & plot Radar Chart with Improvement opportunities
- Understanding PDCA/DMAIC
- Value Stream Map the target Process
- Start the Project' s Concern & Corrective Action Report & A3 Report

## Applying Problem Solving Techniques

- Root Cause Analysis of Project
- Creating Ishikawa Diagrams
- Consensus Decision Making
- 3 x 5 Why Thinking
- Apply Data Analysis Techniques
- Structured Solution Selection

## Applying Workplace Organisation (5S)

- Select an Area to apply 5S
- Carry out a Red Tag Exercise
- Photograph Area & identify Improvements
- Conduct a 5S Audit & plot Results
- Plan & Carry out Improvements
- Create new 5S Standards of Condition
- Photograph improved Area condition
- Plan Actions to Standardise & Sustain

## Creating Visual Management Systems

- Theory of VM – Cave Painting to Infographics
- Carry out a Visual Management Audit
- Selecting the correct Data Displays
- Design & Create a VM Board
- Apply VM Theory to the B-IT Project

## Carrying out Value Stream Mapping

- The 3 Flows of VSM
- The Symbols & Structure of VSM
- Map the Business from Customer to Supplier
- Draw the VSM & identify Improvements
- Plan the Future State map

## Creating Standard Operating Procedures

- Map the Current Process steps
- SOP, SWC & SWCT
- Eliminate NVA & unnecessary Time
- Complete a new SOP with Photos
- Publish & Distribute the new Standard

## Contributing to Effective Teamwork

- Characteristics of Winning Teams
- Desert Survival Exercise
- Belbin & Adair Questionnaire
- Analysis of Project Team Performance
- Team Development Opportunities

## Complying With Health & Safety Regulations

- Basic H&S Regulations
- Carry out a Health & Safety Audit
- Risk Assessment in the Project Area
- Perform safe Manual Handling techniques
- Agree & Plan H&S improvement Actions