

Training Courses & Related Services

Implement Continuous Improvement



National Code **BSBMGT403A**



Duration	2 x 6 hours	Min-Max Group Size	8-15
Who should attend	All supervisors & frontline managers who have responsibility for implementing the continuous improvement process to achieve organisational objectives		
Course aims	To provide frontline managers with the skills & knowledge they need to work with their team to identify opportunities for improvement & implement continuous improvement opportunities in a systematic way to meet organisational policies & procedures		
Employability Skills	<p>This unit contains employability skills including:</p> <ul style="list-style-type: none"> • communication skills required to coach & mentor team members & gain commitment of individuals & teams to continuously improve • innovation skills to design better ways to continuously improve 		
Course Content	<p>Topic 1: Implement continuous improvement systems & processes Implement systems that actively encourage individuals & teams to participate in decision making, assume responsibility & exercise initiative Inform individuals & teams about the organisations CI processes Provide mentoring & coaching to assist the implementation of CI</p> <p>Topic 2: Monitor & review performance Monitor & review progress & identify ways to improve planning & progress through use of organisation's systems & technology Improve customer service using CI Make recommendations for adjustments to persons involved in development & implementation</p> <p>Topic 3: Provide opportunities for further improvement Inform team of savings & productivity/service improvements of CI actions through implemented communication processes Document work performance to aid the identification of further opportunity for improvements</p>		
Documents issued on successful completion	Statement of Attainment on completion of the unit BSBMGT403A from the BSB07 Business Training Package		
Price per person	POA	Price per in-house course	POA