



Business Improvement Techniques

Within the framework of a National Vocational Qualification, Netlearn Business Improvement Techniques involves employees in improving business efficiency and reducing costs while developing their skills and knowledge of modern business methods. Organisations who involve their staff in the process of business improvements, report improved motivation, lower staff turnover.

Business Improvement Techniques

Course Objectives:

To develop the skills, knowledge, and structure required for both the organisation and its employees to:

- Understand the concept of continuous improvement.
- Understand how, by eliminating waste, reducing defects and organising the workplace, there can be a dramatic improvement in business performance.
- Gain an awareness of the most up-to-date management thinking.
- Learn to identify what needs improving, how to get to the root cause of a problem and how to go about improving it.
- Achieve a safer and better organised workplace.
- Harness the skills and knowledge and experience of the workforce in the process of continuous improvement.

Benefits to the organisation

- Maximise profits and revenues.
- Improve productivity and reduce process waste and variation.
- Increase workforce skills, knowledge, motivation and involvement.
- Improve team working and interdepartmental co-operation.
- Reduce staff turnover.
- Standardise current working practices.
- Reduce workplace accidents
- Create a continuous improvement culture

Benefits to the Individual:

- Gain a nationally recognised qualification.
- Improve career development and promotion opportunities.
- Gain a sense of achievement by having an active role in money saving ideas.
- Conduct work in a safer, and a more organised workplace.

Course Content:

This course is based on the concept of continuous improvement. Through demonstrations of how to eliminate waste, reduce variation and prevent reoccurring defects through managing quality and process flows, which can have a dramatic impact on business performance. It covers the most up-to-date management techniques from the Japanese 5S methodology of workplace organization incorporating the Kaizen (continuous improvement) approach.

The course acknowledges that through employee involvement there is always room for improvement at work - be it minor adjustments or major changes, it utilises a range of new tools to help your employees identify a sustainable measurable improvement and how to improve it.

NVQ Units:

1. Complying with statutory regulations and organisational safety requirements.
2. Contributing to effective team working.
3. Applying workplace organisational techniques (5S).
4. Applying continuous improvement techniques (Kaizen).
5. Creating visual management systems.
6. Problem solving (optional example).

Method of delivery

The course is delivered to teams of 8 employees in a series of 4-5 one day training and assessment workshops. These can be delivered in a single block over one week or at one day per week for 4-5 weeks. The candidates continue to be observed periodically over the next few weeks in their normal working environment to access their skills in the implementation of the planned improvements. This is done in a very flexible way with minimum disruption to the normal working day. The normal duration of the course is 6 to 8 weeks.

Who can benefit:

All Organisations large or small involved in any public or private corporate activity. All employees from senior management through to office administration to shop floor workers should be encouraged to participate and best results are obtained by having a good cross-section within each team.

Qualification:

Business Improvement Techniques NVQ Level 2
Awarding Body: EMTA Awards Limited (EAL)
EAL Assessment route code: 500/2154/0PROA

Complementary courses:

Other NVQ's available to compliment the BIT course include Team Leading, Customer Service, Business Administration, Performing Manufacturing Operations, Warehousing and Logistics. For more information visit www.netlearn.org.uk

Course Costs:

Netlearn has access to a wide range of funding streams and in most cases can provide fully funded courses for all organisations and employees irrespective of previous qualifications

