

Unit Title: Lead the development of a continuous improvement strategy

OCR unit number: 11
 Level: 7
 Credit value: 5
 Guided learning hours: 28
 Unit reference number: F/506/2114

Unit aim and purpose

This unit aims to develop the knowledge and skills required to lead the development of a continuous improvement strategy and introduces learners to the key principles underpinning the development of a continuous improvement strategy. Upon completion of this unit, learners will be able to develop a continuous improvement strategy and manage continuous improvement.

Learning Outcomes	Assessment Criteria	Additional Guidance
The Learner will: 1 Understand the principles underpinning the development of a continuous improvement strategy	The Learner can: 1.1 Define the scope of continuous improvement and its relationship with other systems 1.2 Distinguish between continuous and continual improvement 1.3 Evaluate a range of approaches to continuous improvement and the principles on which they are built 1.4 Evaluate the implications of staff involvement in continuous improvement	In defining the scope of continuous improvement could make reference to: <ul style="list-style-type: none"> • Kaizen • The Japanese concept of Ba • Systems and processes which can be engineered and measured • Systems as socio technical processes. Continuous and continual may include: philosophy, culture and learning environment Range of approaches may include: <ul style="list-style-type: none"> • Kaizen • Six Sigma • Continuous Improvement and improvement tools

Learning Outcomes	Assessment Criteria	Additional Guidance
	1.5 Analyse the development of continuous improvement	Development of continuous improvement could include reference to: <ul style="list-style-type: none"> • Japanese concepts of Kaizen and Ba • A philosophy of shared learning • The introduction and evolution of quality tools e.g. Toyota • How continuous improvement has developed within your organisation • Six Sigma
2 Be able to develop a continuous improvement strategy	2.1 Identify the scope of a continuous improvement strategy 2.2 Devise a strategy that is capable of evaluating business performance and identifying areas that could be improved 2.3 Establish valid measures for evaluating business performance 2.4 Establish systems for collecting and assessing information on business performance 2.5 Foster a culture where people are encouraged to make suggestions for improvement	A strategy that is capable of evaluating business performance may include: <ul style="list-style-type: none"> • The use of score card methods for performance management and measurement • The strategy for collecting, storing and disseminating appropriate measurement data
3 Be able to manage continuous improvement	3.1 Implement systems and procedures that are capable of measuring business performance 3.2 Benchmark performance against historical data, other comparable organisations 3.3 Take action to ensure that knowledge and understanding is fed into the knowledge management system 3.4 Take action to ensure that improvements made align with business objectives and values	

Assessment

This unit is internally assessed by centre staff and externally verified by OCR Assessors.

Guidance on assessment

Skills CFA Assessment Strategy Competence units (S/NVQ)

National Occupational Standards (NOS) mapping/signposting

The mapping in the table below provides an indication of where evidence might be available for assessment against some of the knowledge and understanding contained in the national occupational standards (NOS). It does not claim to guarantee that evidence will meet the NOS.

NOS can be viewed on the relevant Sector Skills Council's website or the Occupational standards directory at www.ukstandards.co.uk.

Occupational standards	Unit number	Title
Management & Leadership (2012) National Occupational Standards:	CFAM&LFE5	<ul style="list-style-type: none">Manage continuous improvement

Additional information

For further information regarding administration for this qualification, please refer to the OCR document '*Admin Guide: Vocational Qualifications*' (A850) on the OCR website www.ocr.org.uk.