## Productivity and Innovation

### Continuous Process Improvement

#### TSC Description

Apply continuous improvement processes to improve products, services or processes seeking incremental improvement over time or breakthrough improvement all at once

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
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<th>Level 5</th>
<th>Level 6</th>
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<td>ELE-PIN-1001-1.1</td>
<td>ELE-PIN-2001-1.1</td>
<td>ELE-PIN-3001-1.1</td>
<td>ELE-PIN-4001-1.1</td>
<td>ELE-PIN-5001-1.1</td>
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#### Knowledge

- Basic principles of effective workplace organisation
- Elements in 5S program
- Purpose and benefits of 5S program
- Application of 5S techniques to own job and workplace
- Purpose of continuous improvement
- Types of continuous improvement process techniques
- Procedures for making action plans
- Concepts and methods of continuous improvement process
- Types of performance indicators
- Procedures for carrying out continuous improvement activities
- Methods to track and measure progress of continuous improvement activities
- Procedures to follow-through the continuous improvement activities
- Procedures for reporting and recording continuous improvement activities outcomes
- Organisational continuous improvement goals
- Organisational goals and targets
- Continuous improvement systems, tools, techniques, systems and processes
- Feedback and suggestions for continuous improvement opportunities
- Relevant legislation and regulations, especially those relating to Workplace Safety and Health (WSH)
- Organisational structure, functions, resources, policies, procedures and culture
- Internal and external benchmarking and best practice principles and practices
- Quality assurance and/or control approaches
- Continuous improvement target
- Continuous improvement goals for the target
- Identification of continuous improvement opportunities
- Direct continuous improvement activities
- Management of systems and processes to facilitate continuous improvement
- Monitoring and evaluation of continuous improvement processes
- Formulate organisation’s systems and processes related to continuous improvement and adopt change management to implement and facilitate continuous improvement
- Organisational continuous improvement goals and targets
- Organisation’s continuous improvement systems, tools, techniques, systems and processes
- Information gathering for continuous improvement processes
- Assessment of feedback and suggestions for continuous improvement opportunities
- Change management tools and practices
<table>
<thead>
<tr>
<th>Abilities</th>
<th>Clear unnecessary items from work area</th>
<th>Identify improvement goals to be achieved</th>
<th>Execute continuous improvement plans in consultation with senior management and supervisors of the target areas</th>
<th>Manage and implement continuous improvement systems</th>
<th>Identify improvement opportunities in line with organisation’s continuous improvement goals and targets</th>
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<tbody>
<tr>
<td>Organise work area in an orderly manner</td>
<td>Carry out the continuous improvement activities in accordance with the action plan</td>
<td>Collect, collate and compile data for continuous process improvement</td>
<td>Develop recommendations and plans for continuous improvements and seek approval for deployment with relevant personnel and continuous improvement teams</td>
<td>Promote team support and coach team members toward continuous improvement</td>
<td>Develop recommendations and plans for improvements</td>
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<td>Clean work area</td>
<td>Maintain work area cleanliness</td>
<td>Apply appropriate continuous process improvement techniques to collect data related to continuous improvement goals</td>
<td>Interim continuous improvement strategy as planned and monitor the results</td>
<td>Gather, access and record, production information to track continuous improvements</td>
<td>Implement systems and processes to facilitate continuous improvement</td>
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<td>Maintain self-discipline in work area</td>
<td>Maintain work area cleanliness</td>
<td>Take corrective action against issues that arise during implementation of continuous improvement activities in accordance with organisational procedures</td>
<td>Deploy the change in processes or procedures as a result of the continuous improvement</td>
<td>Analyse, synthesise and interpret information</td>
<td>Monitor and evaluate continuous improvement processes</td>
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<td>Follow-through the progress of continuous improvement activities and take appropriate corrective actions on any non-conformance</td>
<td>Monitor continuous improvement strategy against the identified benchmark and measures</td>
<td>Design and apply improvement tools and strategies</td>
<td>Discuss and direct continuous improvement activities</td>
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<td>Report and record the outcomes of continuous improvement activities in accordance with organisational procedures</td>
<td>Review the performance improvements before and after the implementation to identify further improvement opportunities</td>
<td>Monitor and evaluate improvement processes</td>
<td>Manage systems and processes to facilitate continued improvement</td>
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<td>Identify continuous improvement opportunities</td>
<td>Evaluate improvement processes</td>
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