## TSC Category
Business and Organisational Management

## TSC Description
Apply continuous improvement processes to optimise operating cost, task efficiency and effectiveness in production, services and processes

<table>
<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
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<td>Apply continuous process improvement to workplace activities as well as follow-through the improvement activities</td>
<td>Implement processes to monitor the progress of improvement activities against action plan</td>
<td>Facilitate the organisation’s systems and processes related to continuous improvement</td>
<td>Lead the design and application of improvement tools and strategies to meet organisation's continuous improvement goals and targets</td>
<td>Advocate continuous improvement culture across the organisation to meet continuous improvement goals and targets</td>
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### Knowledge
- Principles of effective workplace organisation
- Purpose and benefits of continuous improvement concepts
- Application of continuous improvement techniques
- Types of performance indicators
- Purposes and benefits of continuous improvement concepts
- Action planning tools and techniques
- Concepts and methods of continuous process improvement
- Continuous improvement principles
- Continuous improvement systems, tools and techniques
- Organisational structure, functions, resources, policies, procedures and culture
- Internal and external benchmarking principles and practices
- Methods of developing effective communication in continuous improvement messaging
- Types of continuous improvement activities and the implementation approaches
- Measurement criteria for continuous improvement performance
- Critical organisational processes and their interdependencies
- Key performance indicators (KPIs) of the organisation and various functions
- Strategies, tools and techniques in continuous process improvement
- Opportunity identification methods
- Opportunity evaluation techniques
- Cost benefit analysis techniques
- Change management principles
- Methods of managing systems and processes to facilitate continuous improvement
- Industry best practices
- New and emerging trends and technologies
- Productivity and quality enhancement strategies
- Environmental sustainability and waste minimisation strategies
- Methods to formulate continuous improvement systems, key performance indicators (KPIs) and tools
- Strategies, tools and practices for building organisational culture
- Methods of analysing and assessing continuous improvement opportunities
- Change management tools and practices
Abilities
- Identify areas for continuous improvement within own work area
- Apply continuous improvement techniques
- Assist in collecting, collating and compiling data to measure improvement outcomes
- Recommend continuous improvement initiatives
- Identify improvement goals to be achieved
- Carry out improvement activities in accordance with action plans
- Apply appropriate techniques for continuous process improvement
- Monitor the progress of improvement activities and take appropriate corrective actions
- Report and record the outcomes of improvement activities in accordance with organisational procedures
- Execute and supervise initiatives for continuous improvement
- Implement and review savings, productivity and service improvements
- Validate continuous improvement initiatives and activities as planned
- Update processes or procedures as a result of continuous improvement initiatives
- Monitor continuous improvement progress against identified key performance indicators (KPIs)
- Review the performance improvement before and after the implementation to identify further improvement opportunities
- Execute corrective actions in accordance with organisational procedures for issues that arose during the implementation of continuous improvement activities
- Manage systems and processes to facilitate continuous improvement initiatives
- Review continuous improvement data and information to track improvement progress
- Analyse, synthesise and interpret complex information
- Manage the design and application of improvement tools and strategies
- Review and endorse recommendations and plans for continuous improvement projects and activities
- Monitor and review efficiency and effectiveness of continuous improvement activities against goals, targets and KPIs
- Lead improvement opportunities in line with the organisation’s continuous improvement goals and targets
- Keep abreast of industry best practices and trends
- Evaluate the feasibility of new and emerging technologies, procedures and processes used in the industry or adjacent industries
- Develop strategies to optimise the value chain of the organisation’s processes
- Transform continuous improvement strategies into actionable plans
- Manage change to facilitate transition or incorporation of new equipment, procedures or processes
- Review improvement processes to identify further refinements
- Promote a strong culture of continuous improvement across the organisation