## TSC Category
Business Development and Strategy Management

## TSC
Continuous Improvement Management

## TSC Description
Apply continuous improvement processes to optimise operating costs, 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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<tr>
<td>Implement processes to monitor the progress of improvement activities against action plans</td>
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<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 the 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
- 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 implementation approaches
- Measurement criteria for continuous improvement performance
- Critical organisational processes and their interdependencies
- Key performance Indicators (KPIs) and various functions of the organisation
- Strategies, tools and techniques in continuous process improvement
- Opportunity identification methods
- 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 and tools
- Strategies, tools and practices for building organisational culture
- Methods of analysing and assessing continuous improvement opportunities
- Change management tools and practices

### Abilities
- Recommend continuous improvement initiatives
- Identify improvement goals to be achieved
- Execute and supervise initiatives for continuous improvement
- Manage systems and processes to facilitate continuous improvement initiatives
- Lead improvement opportunities in line with the organisation’s continuous improvement goals and targets
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<td><strong>Carry out improvement activities in accordance with action plans</strong></td>
<td><strong>Implement and review savings, productivity and service improvements</strong></td>
<td><strong>Review continuous improvement data and information to track improvement progress</strong></td>
<td><strong>Keep abreast of industry best practices and trends</strong></td>
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<td><strong>Apply appropriate techniques for continuous process improvement</strong></td>
<td><strong>Validate continuous improvement initiative and activities as planned</strong></td>
<td><strong>Analyse, synthesise and interpret complex information</strong></td>
<td><strong>Evaluate the feasibility of new and emerging technologies, procedures and processes used in the industry or adjacent industries</strong></td>
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<td><strong>Monitor the progress of improvement activities and take appropriate corrective actions</strong></td>
<td><strong>Update processes or procedures as a result of continuous improvement initiatives</strong></td>
<td><strong>Manage the design and application of improvement tools and strategies</strong></td>
<td><strong>Develop strategies to optimise the value chain of the organisation’s processes</strong></td>
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<td><strong>Report and record the outcomes of improvement activities in accordance with organisational procedures</strong></td>
<td><strong>Review continuous improvement progress against identified key performance indicators (KPIs)</strong></td>
<td><strong>Review and endorse recommendations and plans for continuous improvement projects and activities</strong></td>
<td><strong>Transform continuous improvement strategies into actionable plans</strong></td>
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<td><strong>Monitor con</strong></td>
<td><strong>Execute corrective actions in accordance with organisational procedures for issues that arose during the implementation of continuous improvement activities</strong></td>
<td><strong>Monitor and review efficiency and effectiveness of continuous improvement activities against goals, targets and KPIs</strong></td>
<td><strong>Manage change to facilitate transition or incorporation of new equipment, procedures or processes</strong></td>
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<td><strong>Update processes or procedures as a result of continuous improvement initiatives</strong></td>
<td><strong>Review improvement processes to identify further refinements</strong></td>
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<td><strong>Promote a strong culture of continuous improvement across the organisation</strong></td>
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