<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Process Improvement</th>
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<tbody>
<tr>
<td>TSC</td>
<td>Process Improvement and Optimisation</td>
</tr>
<tr>
<td>TSC Description</td>
<td>Adopt process mining tools to discover critical processes and maximise these processes to achieve maximum efficiency in accordance with organisation procedures</td>
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<thead>
<tr>
<th>TSC Proficiency Description</th>
<th>Level 1</th>
<th>Level 2</th>
<th>Level 3</th>
<th>Level 4</th>
<th>Level 5</th>
<th>Level 6</th>
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<tbody>
<tr>
<td></td>
<td>LOG-PIM-2003-1.1</td>
<td>LOG-PIM-3003-1.1</td>
<td>LOG-PIM-4003-1.1</td>
<td>LOG-PIM-5003-1.1</td>
<td>Devise strategies for adoption of improvements and optimisation of processes</td>
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<tr>
<td>Support adoption of process improvement and optimisation methods</td>
<td>Implement adoption of process improvement and optimisation methods</td>
<td>Undertake development and refinement of plans for process improvement and optimisation</td>
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**Knowledge**

- Know-how in capturing required information
- Understand specific data collection requirements
- Methods in recording meaningful event logs
- Know-how in identification of trends in sets of data
- Methods in collaboration
- Techniques used for data mining
- Resource assessment and deployment methods
- Understand operation of data analytics tools for bespoke solutions
- Understand intricacies of available data analytics tools
- Techniques to project future areas for automation
- Projection of skills and training required for adoption of changes

**Abilities**

- Capture of event logs for analysis purpose
- Apply specific data collection methods with defined requirements
- Maintain event logs of processes
- Analyse trends within dataset of event logs
- Identify possible automation solutions for repetitive tasks
- Collaborate with stakeholders to validate findings
- Develop plans for implementation of improvements and optimisation of processes
- Review shortcomings and further refine processes
- Determine and deploy resources as required for enhancement of processes to be optimised
- Lead use of findings from data analytics to identify processes for automation
- Devise transformational initiatives to streamline business operations
- Formulate guidelines for process enhancement to achieve business optimisation goals
- Initiate organisation-wide reformation of processes to improve productivity