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<th>TSC Category</th>
<th>Productivity and Innovation</th>
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<td>TSC</td>
<td>Innovation Management</td>
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<td>TSC Description</td>
<td>Manage organisation’s ability to respond to internal and external opportunities by using creativity to introduce new ideas, processes and products</td>
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**Knowledge**

- Concepts and conditions for innovation
- Types of possible operational barriers to innovation
- Steps in innovation process
- Behaviours that support innovation
- Work systems, processes and procedures
- Collaboration and communication methods
- Barriers to innovation
- Steps in pilot-testing and/or prototyping innovation initiatives

**Abilities**

- Analyse existing business function ideas, processes and products
- Identify needs and opportunities for innovation initiatives within the functional area
- Collaborate with involved parties to identify, discuss and develop effective ways of working

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| Conduct regular reviews to identify areas for improvement in facilitating innovation processes |
| Present ideas to relevant stakeholders for feedback to improve ideas and develop possible variations |
| Assist in pilot testing and/or prototyping to determine effectiveness of innovation initiatives |
| Support implementation of innovation initiatives in the department |
| Source shortlisted technologies to support development of new processes, products and services |
| Promote innovation knowledge sharing within the department |
| Evaluate business function workflows and performance to identify opportunities for innovation and improvement |
| Make recommendations on innovation initiatives for implementation |
| Oversee the implementation of innovation initiatives |
| Measure the effectiveness of innovation initiatives |

- **Capabilities of the organisation to generate creative ideas for different purposes and different degrees of value**
- Lead activities to measure performance of newly proposed or implemented innovation initiatives against established benchmarks
- Solicit feedback from stakeholders on implemented innovation ideas
- Review pilot testing and/or prototyping results to determine feasibility of innovation initiatives
- Filter and select suitable innovation initiatives
- Explore the external environment for ideas and opportunities for innovation

- **Influence development of innovation strategies aligned with long-term organisational objectives**
- Transform innovation practices
- Inspire organisation and garner support for innovative endeavours
- Incorporate innovation into leadership and management activities
- Sustain innovative thinking and practices to support long-term organisational strategies