<table>
<thead>
<tr>
<th>TSC Category</th>
<th>Business Management</th>
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<tbody>
<tr>
<td>TSC Description</td>
<td>Apply continuous improvement processes to optimise operating cost, task efficiency and effectiveness in production, services and processes</td>
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<td>TSC Proficiency Description</td>
<td>Apply continuous process improvement to workplace activities as well as follow-through the improvement activities</td>
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<td>Level 1</td>
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<td>Level 6</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
- Purpose 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 in developing effective communication in continuous improvement messaging
- Types of continuous improvement activities and the implementation approach
- Measurement criteria for continuous improvement performance
- Critical organisational processes and their interdependencies
- Key performance indicators 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 system, 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
- Identify areas for continuous improvement within own work area
- Apply continuous improvement techniques
- 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
- Review continuous improvement data and opportunities
- Lead improvement opportunities in line with organisation’s continuous improvement goals and targets
| • Assist in collecting, collating and compiling data to measure the outcome of the improvement | • Carry out improvement activities in accordance with action plans | • Implement and review savings, productivity and service improvements | • Keep abreast of industry best practices and trends |
| • Apply appropriate continuous process improvement techniques | • Validate continuous improvement initiatives and activities as planned | • Analyse, synthesise and interpret complex information | • Evaluate the feasibility of new and emerging technology, procedures and processes used in the industry or adjacent industries |
| • Monitor the progress of improvement activities and take appropriate corrective actions | • Update processes or procedures as a result of the continuous improvement | • Manage the design and application of improvement tools and strategies | • Develop strategies to optimise the value chain of the organisation’s processes |
| • Report and record the outcomes of improvement activities in accordance with organisational procedures | • Monitor continuous improvement progress against the identified key performance indicators | • Review and endorse recommendations and plans for continuous improvement projects and activities | • Transform continuous improvement strategies into actionable plans |
| • Implement and review savings, productivity and service improvements | • Review the performance improvement before and after the implementation to identify further improvement opportunities | • Monitor and review efficiency and effectiveness of continuous improvement activities against goals, targets and key performance indicators | • Manage change to facilitate transition or incorporation of new equipment, procedures or processes |
| | • Execute corrective actions in accordance with organisational procedures for issues that arose during the implementation of continuous improvement activities | | • Review improvement processes to identify further refinements |
| | • Analyse, synthesise and interpret complex information | | • Promote a strong culture of continuous improvement across the organisation |