



Australian Government

BSBSTR502 Facilitate continuous improvement

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.

Application

This unit describes the skills and knowledge required to lead and manage continuous improvement systems and processes. Particular emphasis is on the development of systems and the analysis of information to monitor and adjust performance strategies, and to manage opportunities for further improvements.

The unit applies to individuals who take an active role in managing a continuous improvement process in order to achieve an organisation's objectives. At this level, work will normally be carried out using complex and diverse methods and procedures which require the exercise of considerable discretion and judgement, using a range of problem-solving and decision-making strategies.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

Unit Sector

Critical Thinking and Problem Solving – Business Strategy

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Establish systems and processes	1.1 Identify current systems and processes that facilitate continuous improvement 1.2 Identify and define improvement needs and opportunities for the organisation 1.3 Develop decision-making processes to assist continuous improvement and communicate to relevant stakeholders 1.4 Develop strategies for continuous improvement and encourage team members to participate in decision-making processes

ELEMENT	PERFORMANCE CRITERIA
	1.5 Develop knowledge management systems to capture team progress, insights and experiences from business activities 1.6 Develop new systems and processes that facilitate continuous improvement according to improvement needs and opportunities 1.7 Establish processes that confirm team members are informed about continuous improvement outcomes
2. Monitor and adjust performance strategies	2.1 Confirm relevant systems and processes meet organisation sustainability requirements 2.2 Confirm team progress, insights and experiences are captured and accessible using knowledge management systems 2.3 Coach individuals and teams to implement and support continuous improvement systems and processes 2.4 Identify and evaluate ways in which planning and operations could be improved 2.5 Make recommendations and communicate strategies to relevant stakeholders
3. Manage opportunities for further improvement	3.1 Evaluate outcomes and identify opportunities for improvement 3.2 Seek feedback from relevant stakeholders on systems and processes 3.3 Identify other areas for improvement and document feedback for future planning

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Reading	<ul style="list-style-type: none"> • Identifies and extracts required information from a range of complex texts • Locates, interprets and analyses workplace documentation to gather information relating to continuous improvement
Writing	<ul style="list-style-type: none"> • Develops complex texts related to continuous improvement processes according to organisational requirements • Ensures the vocabulary, grammatical structures and conventions are required for the context and target audience
Oral communication	<ul style="list-style-type: none"> • Presents information to a range of audiences using appropriate structure and language • Listens and comprehends information from a variety of spoken

SKILL	DESCRIPTION
	<p>exchanges with clients, co-workers and other stakeholders</p> <ul style="list-style-type: none"> • Confirms understanding through questioning and active listening
Initiative and enterprise	<ul style="list-style-type: none"> • Monitors adherence to organisational policies, procedures and protocols and considers own role in terms of its contribution to broader goals of the work environment • Identifies and uses appropriate conventions and protocols when communicating with colleagues and external stakeholders
Problem solving	<ul style="list-style-type: none"> • Uses analytical and lateral thinking to review current practices and develop ideas for improvement
Teamwork	<ul style="list-style-type: none"> • Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction and influencing direction
Self-management	<ul style="list-style-type: none"> • Takes responsibility for developing, implementing and monitoring systems and processes to achieve organisational outcomes
Technology	<ul style="list-style-type: none"> • Reflects on the ways in which digital systems and tools are used, or could be used, to achieve work goals

Unit Mapping Information

Supersedes and is equivalent to BSBMGT516 Facilitate continuous improvement.

Supersedes but is not equivalent to BSBCUE501 Develop business continuity strategy.

Links

Companion Volume Implementation Guide is found on VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=11ef6853-ceed-4ba7-9d87-4da407e23c10>