



**Australian Government**

# **BSBMGT406 Plan and monitor continuous improvement**

**Release: 1**

## BSBMGT406 Plan and monitor continuous improvement

### Modification History

| Release   | Comments                                                                             |
|-----------|--------------------------------------------------------------------------------------|
| Release 1 | This version first released with BSB Business Services Training Package Version 1.0. |

### Application

This unit describes the skills and knowledge required to plan and monitor the organisation's continuous improvement systems and processes.

It applies to individuals who use various systems and strategies to actively encourage a team to monitor and review performance, identifying opportunities for improvements.

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

### Unit Sector

Management and Leadership – Management

### 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. Plan continuous improvement systems and processes | <p>1.1 Plan systems according to organisational policy to ensure individuals and teams are actively encouraged and supported to participate in decision-making processes, assume responsibility and exercise initiative</p> <p>1.2 Communicate the organisation's continuous improvement processes to individuals and teams, and obtain feedback</p> <p>1.3 Ensure effective mentoring and coaching allow individuals and teams to implement the organisation's continuous improvement processes</p> <p>1.4 Support efforts to enhance sustainable and environmentally-friendly work practices in accordance with the organisation's continuous improvement processes</p> |

| ELEMENT                                          | PERFORMANCE CRITERIA                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 2. Monitor and review performance                | <p>2.1 Use the organisation's systems and technology according to agreed operational processes to monitor and review progress and to identify ways planning and operations could be improved</p> <p>2.2 Improve customer service through continuous improvement techniques and processes according to requirements of the organisation's continuous improvement systems and processes</p> <p>2.3 Formulate and communicate recommendations for adjustments to those who have a role in their development and implementation</p> |
| 3. Provide opportunities for further improvement | <p>3.1 Implement processes to ensure team members are informed of savings and productivity or service improvements in line with requirements of the business plan</p> <p>3.2 Record work performance to assist in identifying further opportunities for improvement following agreed organisational recordkeeping processes</p> <p>3.3 Manage records, reports and recommendations for improvement within the organisation's systems and processes</p>                                                                          |

## Foundation Skills

*This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.*

| Skill                      | Performance Criteria         | Description                                                                                                                                                                                                  |
|----------------------------|------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Reading                    | 1.1, 1.2, 2.1, 2.2, 3.1-3.3  | <ul style="list-style-type: none"> <li>Selects and applies a range of reading strategies as appropriate to plan and monitor continuous improvement processes</li> </ul>                                      |
| Writing                    | 1.1, 1.2, 2.1, 2.3, 3.1-3.3  | <ul style="list-style-type: none"> <li>Plans, monitors and communicates relationships relating to continuous improvement process, matching style of writing to purpose and audience</li> </ul>               |
| Oral Communication         | 1.1-1.3, 2.3, 3.1            | <ul style="list-style-type: none"> <li>Selects and uses appropriate strategies to establish and maintain spoken communication to gain commitment of individuals and teams to continuously improve</li> </ul> |
| Navigate the world of work | 1.1, 1.4, 2.1, 2.2, 3.1, 3.2 | <ul style="list-style-type: none"> <li>Adheres to organisational policies, procedures and business plans and considers own role for its contribution to broader goals of the work environment</li> </ul>     |
| Interact with others       | 1.1-1.3, 2.3, 3.1            | <ul style="list-style-type: none"> <li>Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group interaction, influencing direction and taking a</li> </ul> |

|                   |                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------|------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                   |                              | <p>leadership role</p> <ul style="list-style-type: none"> <li>• Demonstrates an increasing awareness of the interplay of factors involved in any group interaction</li> <li>• Recognises importance of taking audience, purpose and contextual factors into account when making decisions about what to communicate, with whom, why and how</li> </ul>                                                                                                                                                                                                                                |
| Get the work done | 1.1, 1.3, 2.1, 2.2, 3.1, 3.3 | <ul style="list-style-type: none"> <li>• Uses logical planning processes, and an increasingly intuitive understanding of context, to identify and plan ongoing improvements within the organisation</li> <li>• Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering relevant information and identifying and evaluating options against agreed criteria</li> <li>• Selects or supports new ideas based on their contribution to achievement of broader goals</li> <li>• Uses digital systems and tools to achieve work goals</li> </ul> |

## Unit Mapping Information

| Code and title<br>current version                 | Code and title<br>previous version                 | Comments                                        | Equivalence status |
|---------------------------------------------------|----------------------------------------------------|-------------------------------------------------|--------------------|
| BSBMGT406 Plan and monitor continuous improvement | BSBMGT406A Plan and monitor continuous improvement | Updated to meet Standards for Training Packages | Equivalent unit    |

## Links

Companion Volume implementation guides are found in VETNet -

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