



Australian Government

BSBSTR301 Contribute to 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 support continuous improvement in an organisation. Particular emphasis is on actively encouraging teams to participate in the process, monitoring and reporting on specified outcomes and supporting opportunities for further improvements.

The unit applies to individuals who use initiative, and organisational and communication skills to influence the ongoing development of the organisation.

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. Coordinate continuous improvement	1.1 Communicate objectives and continuous improvement processes of the organisation to team members 1.2 Establish roles and skills within the team and identify training needs and performance improvement opportunities 1.3 Encourage team members to participate in decision making processes and exercise initiative
2. Monitor and report specified outcomes	2.1 Monitor team progress using systems and technology of the organisation and identify ways planning and operations could be improved 2.2 Report changes to processes and training to relevant stakeholders

ELEMENT	PERFORMANCE CRITERIA
	2.3 Develop plans, in collaboration with team members, to apply continuous improvement techniques and processes
3. Support opportunities for further improvement	3.1 Communicate recommendations for improvements in achieving organisational objectives to team members 3.2 Monitor work performance and support team members to identify further opportunities for improvement 3.3 Maintain records, reports and recommendations for improvement within the organisation's systems and processes

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
Learning	Contributes to ongoing organisational improvement by mentoring others to support continuous improvement processes
Reading	Interprets everyday workplace documentation
Writing	Uses appropriate vocabulary and grammatical structures to achieve precise meaning in a range of documentation
Oral communication	- Articulates information in a positive manner using appropriate terminology, tone and style appropriate to context and audience - Uses questioning and listening techniques to exchange and clarify information
Enterprise and initiative	- Identifies the nature and purpose of own role and associated responsibilities and how own role relates to others and contributes to broader work goals - Takes responsibility for adherence to organisational processes and systems
Teamwork	Shares information and resources, offers assistance and facilitates effective group interactions
Planning and organising	- Takes responsibility for routine low-impact decisions within familiar situations - Evaluates effectiveness of decisions in terms of how well they meet stated goals
Technology	Uses a range of digitally based technology and applications to organise, monitor, manage and communicate relevant information effectively

Unit Mapping Information

No equivalent unit. Supersedes but is not equivalent to:

- BSBFLM309 Support continuous improvement systems and processes
- BSBINN201 Contribute to workplace innovation.

Links

Companion Volume Implementation Guide is found on VETNet -

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