



Australian Government

BSBSTR402 Implement continuous improvement

Release: 1

BSBSTR402 Implement continuous improvement

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 implement continuous improvement of systems and processes of an organisation. It includes using systems and strategies to encourage the team to participate in the process, monitoring and reviewing performance, and identifying opportunities for further improvements.

The unit applies to managers who are responsible for implementing the continuous improvement process to achieve the objectives 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. Identify and plan for improvement	1.1 Identify relevant stakeholders and establish improvements required 1.2 Identify where new systems and processes could be implemented 1.3 Promote team involvement in decision making processes for team systems and processes 1.4 Communicate and agree on new improvement systems and processes with relevant stakeholders 1.5 Manage reports and recommendations for using systems and processes of the organisation 1.6 Establish risk review processes

ELEMENT	PERFORMANCE CRITERIA
2. Monitor implementation of continuous improvement	2.1 Use workplace systems and technology, and monitor team performance according to organisational policies and procedures 2.2 Implement new systems and processes in consultation with relevant stakeholders 2.3 Maintain new system and processes in consultation with relevant stakeholders 2.4 Identify and resolve system and process issues
3. Evaluate implementation of continuous improvement	3.1 Communicate productivity improvements to relevant stakeholders and confirm their understanding 3.2 Seek and respond to feedback from relevant stakeholders on proposed improvement systems and process 3.3 Review improvement systems and process, and make changes, as required

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	Evaluates and integrates facts and ideas to construct meaning from a range of text types in order to implement continuous improvement systems and processes
Writing	- Selects vocabulary, grammatical structures and conventions appropriate to text - Researches, plans and prepares continuous improvement documentation for required stakeholders
Oral communication	Participates in a variety of spoken exchanges with a range of audiences using structure and language to suit the audience
Initiative and enterprise	- Monitors adherence to organisational policies and procedures and considers own role in terms of its contribution to broader goals of the work environment - Recognises the potential of new approaches to enhance work practices and outcomes - Uses systematic, analytical processes in complex, non-routine situations, setting goals, gathering required information and identifying and evaluating options against agreed criteria
Teamwork	Selects and uses required conventions and protocols when communicating with diverse individuals to seek and share information

SKILL	DESCRIPTION
	Collaborates with others to achieve joint outcomes, playing an active role in facilitating effective group communication, influencing direction and taking a leadership role on occasion
Self-management	Evaluates effectiveness of decisions in terms of how well they meet stated goals
Technology	Uses digital applications to access and filter data, extract, organise, integrate and share required information
Planning and organising	Takes responsibility for planning and organising own workload to achieve required outcomes

Unit Mapping Information

Supersedes and is equivalent to BSBMGT403 Implement continuous improvement.

Supersedes but is not equivalent to:

- BSBCON401 Work effectively in a business continuity context
- BSBMGT406 Plan and monitor continuous improvement.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for BSBSTR402 Implement continuous improvement

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- implement at least one continuous improvement system or process in an organisation or work area.

In the course of the above, the candidate must:

- provide support to enable individuals and teams to participate in decisions, take responsibility, show initiative and implement improvement processes
- communicate effectively to support the implementation of improvements and improvement system and processes
- implement, monitor and update improvement plans, processes and procedures to improve performance
- document performance to identify further opportunities for improvement
- manage records and reports in the systems and procedures of the organisation.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- continuous improvement systems and processes
- coaching and mentoring needs to support continuous improvement
- change management techniques that support continuous improvement and initiative
- organisation's systems and data used for benchmarking and monitoring performance for continuous improvement.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- workplace documentation and resources relevant to performance evidence.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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