



Australian Government

BSBSTR601 Manage innovation and continuous improvement

Release: 2

BSBSTR601 Manage innovation and continuous improvement

Modification History

Release	Comments
Release 1	This version first released with BSB Business Services Training Package Version 7.0.
Release 2	This version first released with BSB Business Services Training Package Version 7.1. Release created to amend typographical error within the foundation skills.

Application

This unit describes the skills and knowledge required to sustain and develop an environment in which continuous improvement, innovation and learning are promoted and rewarded.

The unit applies to individuals with managerial responsibilities who aim to build a better and more effective work environment. Continuous improvement and innovation have links with the model of the learning organisation and people working at this level play an important role in building the culture, values and attitudes 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. Establish ways of working within team	1.1 Identify relevant team members and communicate ways of working objectives, expectations and desired outcomes 1.2 Identify and establish strategies to monitor and evaluate performance and sustainability of key systems and processes 1.3 Consult and seek advice from stakeholders, to identify opportunities for improvement

ELEMENT	PERFORMANCE CRITERIA
	1.4 Communicate with and mentor team members on ways of working that contribute to continuous improvement 1.5 Communicate with and coach team members how they can be innovative
2. Identify improvements	2.1 Analyse performance reports and variance from organisational plans within workplace 2.2 Identify and analyse changing trends and opportunities relevant to the workplace 2.3 Collect data and analyse areas for improvement in supply chains, and operational and service systems 2.4 Conduct a gap analysis of supply chains, and operational and service systems and identify improvement needs and opportunities 2.5 Communicate with and agree on team members identified improvement needs and opportunities 2.6 Identify learning opportunities for team members
3. Implement innovative processes	3.1 Confirm objectives, timeframes, measures and communication plans are in place to manage implementation 3.2 Address the impact of change and consequences for people and implement transition plans 3.3 Implement contingency plans in the event of non-performance 3.4 Follow up failure by investigation and analysis of causes and manage emerging challenges and opportunities 3.5 Confirm that learnings from activities are captured and managed using relevant knowledge management system
4. Develop workplace culture and tools for continuous improvement, innovation and learning	4.1 Evaluate continuous improvement systems and processes and innovation on a regular basis 4.2 Identify and communicate with stakeholders costs and benefits of innovations and improvements 4.3 Establish rewards for continuous improvement, innovation and learning 4.4 Seek and respond to feedback from relevant stakeholders' systems and processes for continuous improvement, innovation and learning

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	Analyses, evaluates and integrates facts and ideas to construct meaning from a range of text types
Writing	- Integrates information and ideas from a range of sources, utilising appropriate support materials - Communicates complex relationships between ideas and information, matching style of writing to purpose and audience
Numeracy	- Selects and interprets mathematical information to analyse performance - Performs calculations required to establish timeframes, cost-benefits and measures for continuous improvement and innovation processes
Initiative and enterprise	- Adheres to organisational policies and procedures and considers own role in terms of its contribution to broader goals of the work environment - Recognises the importance of taking audience, purpose and contextual factors into account when making decisions about what to communicate, with whom, why and how - Recognises that the current way is only one way of doing something and explores possibilities that challenge current approaches - Facilitates a climate in which creativity and innovation are accepted as an integral part of achieving outcomes
Self-management	Plans and implements strategies to review and improve own performance
Teamwork	- Recognises the importance of building rapport to establish positive and effective working relationships - Collaborates with others to achieve joint outcomes, playing an active role in encouraging innovation and facilitating effective group interaction
Problem solving	- Applies problem-solving processes to identify risks, evaluate options and determine solutions - Uses lateral and analytical thinking to evaluate options against needs, resources and constraints before making decisions - Actively identifies systems, devices and applications with potential to meet current and or future needs
Planning and organising	Plans, organises, implements or reviews organisational strategies, systems and processes

Unit Mapping Information

Supersedes and is equivalent to BSBMGT608 Manage innovation and continuous improvement.

Supersedes but is not equivalent to BSBMGT619 Identify and implement business innovation.

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 BSBSTR601 Manage innovation and 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:

- manage and promote innovation and continuous improvement for an organisation or work area on at least one occasion.

In the course of the above, the candidate must:

- identify opportunities for improvement
- consult with stakeholders
- promote the value of creativity, innovation and sustainability and recognising successes
- support testing and trialling of new ideas
- undertake risk management and cost-benefit analysis for options
- plan for and implement improvements using organisation's processes for approvals, project management and change management
- facilitate contributions to and communications about continuous improvement and innovation
- capture insights, experiences and ideas for improvements and incorporate them into the organisation's knowledge management systems and future planning.

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:

- cost-benefit analysis methods
- knowledge management systems
- continuous improvement systems and processes

- creativity and innovation theories and concepts
- organisational learning principles
- quality management and continuous improvement theories
- relevant risk management concepts
- key aspects of supply chains, and operational, product and service systems
- method for conducting gap analysis
- changing trends and opportunities in workplace.

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.

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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