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# Business Improvement Techniques

## Level 2



### NVQ Level 2 Diploma Business Improvement Techniques

A Business Improvement Techniques NVQ/QCF will give your employees recognition for delivering quality and cost improvements to your business. This is a broad, cross-functional qualification designed to support the overall effective operation of the business. This NVQ/QCF encourages practices that can maximise profit by eliminating waste, improving workflow and reducing cost and variation.

#### The Qualification

The NVQ/QCF is gained fully in the workplace. You will attend a tool kit training course and then gain evidence for the Diploma by implementing 3 improvement projects.

#### Entry Qualifications

You do not need any prior qualifications to do an NVQ/QCF. This development programme is ideally suited to those intending to get involved with continuous improvement and employees already working within a team who want to develop their skills.

#### Course Duration

We would anticipate that a Level 2 NVQ/QCF to take no longer than 6 months.

#### Course Format

This qualification comprises of 2 pathways - Process Improvement or Quality Improvement. From the chosen pathway you will complete all the mandatory units plus the required number of optional units. 56 credits must be achieved.

#### Process Improvements Choose 1 unit from either Process or Quality Improvements

##### Mandatory Units

- Complying with statutory regulations and organisational safety requirements
- Contributing to effective team working
- Contributing to the application of workplace organisation techniques
- Contributing to the application of continuous improvement techniques (Kaizen)
- Contributing to the development of visual management systems

##### Optional Units

- Contributing to the analysis and selection of parts for improvement
- Contributing to carrying out lead time analysis
- Carrying out set-up reduction techniques (SMED)
- Carrying out autonomous maintenance
- Contributing to the application of problem solving techniques
- Carrying out flow process analysis
- Contributing to the creation of standard operating procedures

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## Quality Improvements Choose 2 unit (one may come from Process Improvements)

### Mandatory Units

- Complying with statutory regulations and organisational safety requirements
- Contributing to effective team working
- Contributing to the application of six sigma methodology to a project
- Contributing to the application of six sigma process mapping
- Contributing to the application of basic statistical analysis

### Optional Units

- Contributing to the application of statistical Process Control (SPC) procedures
- Carrying out Failure Modes and Effects Analysis (FMEA)
- Contributing to the application of Measurements Systems Analysis (MSA)
- Carrying out mistake/error proofing (Poka Yoke)

### Course Cost

This NVQ/QCF Diploma could be fully funded as Workplace Learning.

### Progression

You may be able to progress to the Level 3 Diploma in Business Improvement Techniques.

### Benefits of the Qualifications

#### For employers the qualification can

- Improve business performance and help win contracts
- Maximise company profits and revenues
- Reduce costs, variation and waste
- Assist with recruitment and staff retention
- Boost employee morale and motivation
- Demonstrate the quality of the workforce to existing and potential customers
- Help reduce workplace accidents

#### For employees the qualification can

- Provide evidence of ability to do a particular job
- Help improve career development/ promotion chances
- Give a sense of achievement
- Be gained on the job
- Be completed at a time and place to suit

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