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**Unit 10: Facilitate Continuous Improvement**

Unit of Competency – BSBMGT516

Performance Evidence

**Workplace Assessment**

**There are 3 Parts to this assessment**.

Part 1 is to be completed after finishing Topic 1 “Lead continuous improvement systems and processes”,

Part 2 is to be completed after finishing Topic 2 “Monitor and adjust performance strategies”,

Part 3 is to be completed after finishing Topic 3 “Manage opportunities for further improvement”.

**Part 1 – Lead Continuous Improvement**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the first topic *‘*Lead continuous improvement systems and processes’*.*

In this Part, you will need to answer the following questions:

**Question 1**

List 3 strategies you will implement to ensure that team members are actively encouraged and supported to participate in decision –making processes, assume responsibility and exercise continuous improvement initiatives?

**Your Response:**

**Question 2**

Does your organization currently have a continuous improvement system or process? If so, what is it and how will you ensure this is communicated to stakeholders?

**Your Response:**

**Question 3**

How will you ensure that continuous improvement processes are sustainable?

**Your Response:**

**Question 4**

How will you mentor and support team members to enable them to implement continuous improvement processes?

**Your Response:**

*Please return online and continue with Topic 2 –* Monitor and adjust performance strategies’*.*

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**Part 2 – Monitor Continuous Improvement**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the second topic *‘*Monitor and adjust performance strategies’*.*

In the part, list 3 ways in which you believe your team/department can improve.

|  |  |
| --- | --- |
| **Areas for Improvement** | **Ideas for Improvement** |
|  |  |
|  |  |
|  |  |

Using the template on the following pages, take the areas of improvement for your team or department’s that you would like to see improved.

Identify who will be impacted, then develop an action plan by recommending a change, outlining how you will do this, who is responsible, when the change will take place and how you will gather feedback for the change.

**Improvement Idea 1**

|  |  |
| --- | --- |
| **Areas for Improvement**  |  |
| **Ideas for Improvement**  |  |
| **Who is Impacted?** |  |
| **How will you implement?** |  |
| **How will you gather feedback?** |  |
| **Who will be responsible?** |  |
| **When will the change take place?** |  |
| **What resources are required to implement the idea ?** |  |

**Improvement Idea 2**

|  |  |
| --- | --- |
| **Areas for Improvement** |  |
| **Ideas for Improvement** |  |
| **Who is Impacted?** |  |
| **How will you implement?** |  |
| **How will you gather feedback?** |  |
| **Who will be responsible?** |  |
| **When will the change take place?** |  |
| **What resources are required to implement the idea?** |  |

**Improvement Idea 3**

|  |  |
| --- | --- |
| **Areas for Improvement**  |  |
| **Ideas for Improvement**  |  |
| **Who is Impacted?** |  |
| **How will you implement?** |  |
| **How will you gather feedback?** |  |
| **Who will be responsible?** |  |
| **When will the change take place?** |  |
| **What resources are required to implement the idea?** |  |

*Please return online and continue with Topic 3 –* Manage opportunities for further improvement’*.*

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**Part 3 – Manage Improvement Opportunities**

**ASSESSMENT INSTRUCTIONS**

You should have now read the content and completed the short answer questions for the third topic *‘*Manage opportunities for further improvement’*.*

In this Part, you are required to complete Steps 1 and 2.

**Step 1 – Capturing Continuous Improvement Ideas**

Ideas for improvement can come from a number of sources e.g. customer complaints, internal audits, continuous improvement brainstorm or simply staff identified.

**Question 1**

List below 5 other ideas for improvement?

**Your Response:**

1.

2.

3.

4.

5.

**Question 2**

How does your organization current capture these ideas? Are they recorded anywhere?

**Your Response:**

**Question 3**

How will you ensure that these ideas identified will be considered when undertaking future planning?

**Your Response:**

**Step 2 - Manager’s Sign Off**

Once you have completed all the above meet with your manager to gain feedback and get sign off for this Unit. *Please note, your manager must provide written feedback in the space below*

If you are unable to meet with your manager there are 2 other options available for sign off:

1. Attend a Proteus Implementation Day
2. Arrange an appointment with your Proteus Coach

|  |  |  |
| --- | --- | --- |
| **Facilitate Continuous Improvement – Workplace Assessment** | **Yes** | **No** |
| Did the student facilitate effective contributions to and communications about continuous improvement processes and outcomes? |  |  |
| Did the student address sustainability requirements? |  |  |
| Did the student incorporate mentoring, coaching and other support to enable people to participate effectively in continuous improvement processes?  |  |  |
| Did the staff capture insights, experiences and ideas for improvements and incorporate them into the organisation’s knowledge management systems and future planning? |  |  |
| **Feedback – Skills Performance** |  |  |
| What feedback can you give you the staff member regarding the standard of their performance in these skills listed above? (50-100 words). Please consider areas of success and areas of development. |

**Managers Name:**

**Managers Job Title:**

**Managers Signature: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

**Date:**

**ASSESSMENT INSTRUCTIONS**

This is the end of the Workplace Assessment.

Please now go online to the topic menu for ‘Unit 10 – Facilitate continuous improvement’ and click on the box **‘Workplace Assessment’** to submit your Workplace Assessment.

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**Grading and Feedback.**

Feedback will be provided for each question through the Online Learning System. You will receive an email notification of feedback being posted.

If there are any required changes you will be given an opportunity to resubmit.

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