

Specification of Competency Standards for the Retail Banking

**Unit of Competency**

**Quality Management > 7.3 Continuous Process Improvement**

Title	Design measures to improve existing processes
Code	107504L5
Range	Design measures to improve existing processes. This applies to processes in different job functions within the bank
Level	5
Credit	4
Competency	<p>Performance Requirements</p> <ol style="list-style-type: none"> <li>1. Direct process improvement initiatives in the departments / units Be able to: <ul style="list-style-type: none"> <li>• Develop effective ways of involving employees to form quality improvement teams</li> <li>• Direct quality improvement meetings and facilitate teams to define issues, identify priorities and develop timelines to ensure that all necessary tasks are observed</li> </ul> </li> <li>2. Analyse current operations and identify improvement areas Be able to: <ul style="list-style-type: none"> <li>• Identify problems by applying appropriate analytical methods such as cause analysis, control charts, work distribution charts, flow charts and movement studies in order to analyse current systems and process, identify problems, find out the root causes and assess the need for change</li> <li>• Identify redundancies, unnecessary or wasteful procedures; improper methods; or other procedural problems in order to develop plans for creating new operational systems</li> </ul> </li> <li>3. Develop methods to improve the existing process Be able to: <ul style="list-style-type: none"> <li>• Evaluate comprehensive information and quality management techniques to design solutions for existing operational problems</li> <li>• Design innovative methods that increase overall effectiveness of the bank services</li> </ul> </li> </ol>
Assessment Criteria	<p>The integral outcome requirements of this UoC are:</p> <ul style="list-style-type: none"> <li>• Suggestions to improve the existing processes. The suggestions should be based on analysis on existing problems and means to improve effectiveness</li> </ul>
Remark	