

**Unit of Competency****Functional Area: Quality Management**

Title	Manage continuous process improvement
Code	105334L5
Range	This unit of competency is applicable to practitioners in the import and export industry for utilising effective process improvement techniques to manage continuous process improvement.
Level	5
Credit	7 (for reference only)
Competency	<p>Performance Requirement</p> <ol style="list-style-type: none"> <li>1. Possess knowledge about continuous process improvement <ul style="list-style-type: none"> <li>• Use appropriate process improvement techniques, e.g. PDCA cycle to establish continuous improvement systems</li> <li>• Devise potential solutions which include the steps to create new processes, combine different processes, and modify existing processes</li> <li>• Use a range of skills to implement the change</li> <li>• Use a range of skills to study the results and plan for the future</li> </ul> </li> <li>2.1. Plan the continuous process improvement <ul style="list-style-type: none"> <li>• Identify problems and prioritise opportunities for continuous process improvement</li> <li>• Use such tools as process flow diagram to define process boundaries, outputs and customers, inputs and suppliers, and process flow</li> <li>• Determine level of customer satisfaction and establish performance measures</li> <li>• Compile customer satisfaction data</li> <li>• Determine data needed to measure supplier performance</li> <li>• Compile supplier satisfaction data</li> <li>• Determine data needed to manage process</li> <li>• Develop measures for quality/cost/timeliness of inputs and outputs</li> <li>• Employ relevant analysis tools (e.g., cause-and-effect diagram) to determine the root cause</li> <li>• Devise potential and feasible solutions</li> <li>• Recommend the best solution to facilitate continuous process improvement</li> </ul> </li> <li>2.2. Review the results <ul style="list-style-type: none"> <li>• Track and study the effectiveness of the continuous process improvement efforts</li> <li>• Monitor the change to ensure ongoing measurement and achieve continuous process improvement</li> <li>• Identify problems during the implementation and make modifications to meet the new development</li> <li>• Use such tools as positive control of the process, process certification, and operator certification to standardise the solution</li> <li>• Develop checklist to certify the quality peripherals, i.e. the system, environment, and supervision</li> </ul> </li> <li>3. Plan for the future <ul style="list-style-type: none"> <li>• Transfer experience, skills, and technical know-how to appropriate activities within the company</li> <li>• Conduct regular scheduled reviews of change progress</li> <li>• Track changing customer requirements</li> <li>• Establish system to track performance and identify areas for future improvement</li> </ul> </li> </ol>
Assessment Criteria	<p>The integrated outcome requirements of this unit of competency are:</p> <ul style="list-style-type: none"> <li>• Capable of planning continuous process improvement</li> <li>• Capable of reviewing the results</li> <li>• Capable of planning for the future</li> </ul>
Remark	Develop and evaluate quality management training programmes