

# LEVEL 2 Improving Operational Performance: Business Improvement Techniques

## Who is this qualification for?

**Funding Band £3500**

This qualification is aimed at employees who are involved in a business performance type role. No previous knowledge or experience is required to take this qualification, however a minimum Level 1 in English and Maths is required to achieve the qualification by the end date.

This qualification is ideal if you want to work in a business improvement environment. Examples of roles include B-IT IT admin Operative, B-IT quality control, B-IT shop floor operative, or Materials handler.

This qualification will allow you to increase your skills, knowledge and behaviours involved to improve your career opportunities and allow you to progress onto further study.

### → Benefits to Individuals

- Gain knowledge of statutory regulations and organizational safety requirements
- Chose to specialise in either process improvement or quality improvement.
- Gain Skills by choosing an optional unit on carrying out statistical process control procedures (SPC), or Carrying out measurement systems analysis (MSA).

### → Benefits for Employers

- Target your learning in line with the needs of the business.
- Assisting your business in developing your improvement teams.
- Developmental advantages by investing in people and retaining staff through commitment to continuous growth.
- Ensuring your staff is up to date with improvement technique functions within your organisation.

### → Progression

- Level 2 Engineering Operative.
- Level 3 Improvement Technician
- Level 3 Operations and Quality Improvement: Business Improvement Techniques.
- ILM Level 3 Supervisor/Team Leader.

Qualification title	Credit value	Total qualification time	Structure
Level 2 Operational Performance – Business Improvement Techniques	56 (Process Improvements) 72 (Quality Improvement)	560	Diploma GLH 249 Workshops Functional skills English Maths ICT

Unit title	Level	CV*
<b>Mandatory Group</b>		
Unit 201 Complying with statutory regulations and organizational safety requirements (Process & Quality Improvements)	2	5
Unit 202 Contributing to effective team working (Process & Quality Improvements)	2	7
Unit 203 Contributing to the application of workplace organisation techniques (Process Improvements)	2	12
Unit 204 Contributing to the application of continuous improvement techniques (Process Improvements)	2	14
Unit 205 Contributing to the development of the visual management systems (Process Improvements)	2	9
Unit 213 Contributing to the application of Six Sigma methodology to a project (Quality Improvements)	2	15
Unit 214 Contributing to the application of Six Sigma process mapping (Quality Improvements)	2	14
Unit 215 Contributing to the application of basic statistical analysis (Quality Improvements)	2	13
<b>Optional Group Process Improvement</b>		
Unit 206 Contributing to the analysis of parts for improvement	2	15
Unit 207 Contributing to carrying out lead time analysis	2	10
Unit 208 Carrying out lead set-up reduction techniques	2	15
Unit 209 Carrying out autonomous maintenance	2	13
Unit 210 Contributing to the application of problem solving techniques	2	9
Unit 211 Carrying out flow process analysis	2	14
Unit 212 Contributing to the creation of Standard Operating Procedures (SOP)	2	9
<b>Optional Group Quality Improvement</b>		
Unit 216 Contributing to the application of Statistical Process Control (SPC)	2	9
Unit 217 Contributing to the application of Failure Modes and Effects Analysis (FMEA)	2	11
Unit 218 Contributing to the application of Measurement Systems Analysis (MSA)	2	11
Unit 219 Carrying out mistake/error proofing (Poka Yoke)	2	10

## Rules of combination

To be awarded the Highfield Level 2 Diploma in Business Improvement Techniques;

- learners must achieve a minimum of 56 credits for Process Pathway and 72 for Quality Improvement Pathway.
- Process Pathway a total of 47 credits from Mandatory Group and a minimum of 9 credits from Process Improvement.
- Quality Improvement Pathway a total of 54 credits from Mandatory group and a minimum of 18 credits from Quality Improvement.
- A minimum of level 1 in Maths and English must be achieved before achievement.

### Assessment

Assessments will be conducted at your place of work. Assessment methods will be holistic to ensure the knowledge as well as competency and skills are evaluated, and to ensure the correct level of development is set.

### Credentials

Upon successful completion of the course, Learners will receive their certificate in.  
 Level 2 Business Improvement Techniques (Process Improvement)  
 Level 2 Business Improvement Techniques (Quality Improvement)  
 Functional skills English (minimum level 1 required)  
 Mathematics (minimum level 1 required)

### Our Ethos

At T4C, we are dedicated to learning and development of people and pride ourselves in our diversity, equality and inclusivity. We work in close relationship with our clients and have their best interest in mind whilst delivering high quality, customer focussed training.