

# innovation & continuous improvement

fmi course number: ED04

## Duration

2 days

## .....course overview

Innovation and continuous improvement are approaches that give strength, flexibility and resilience to an organisation. This exciting and intriguing program helps executives take a strategic approach to lead and support innovation and continuous improvement. They have a creative role in ensuring that individuals, the team and the organisation gain from change, and that the customer benefits through improved products and services.

This course explores interesting and effective practical ways to stimulate people to come up with new and innovative ideas. This practical workshop is stimulating and thought provoking and provides useful strategies to use directly in the workplace to improve performance and results. It helps managers to implement continuous improvement systems and processes in the workplace that provide meaningful and systematic improvements to the business. This course focuses upon very practical ways managers and their teams can be proactive in implementing improvements, rather than just being reactive in inspecting and fixing what doesn't work.

This course can be tailored as an in-house program to reflect the key innovation and continuous improvement issues faced by executives and stakeholders in the organisation.



## .....key content

- Innovation in the organisation
- Developing innovative ideas
- Using innovation to empower your team
- The importance of continuous improvement in today's environment
- Continuous improvement and the customer value chain
- Key performance improvement areas: Customers, Suppliers, Systems and Processes, Team development, Standards
- Raising performance levels and benchmarking
- A core model for continuous improvement including useful tools
- Team driven improvement and high performance teams
- Kaizen for continuous improvement
- Further useful tools to measure and analyse performance
- How to use knowledge management techniques to document and communicate improvements
- How to monitor and adjust performance
- Ways to overcome problems that may affect continuous improvement
- How to develop team ownership of continuous improvement
- Action plan for continuous improvement in the workplace

## .....what objectives can I achieve?

1. Develop creative and flexible approaches and solutions
2. Implement continuous improvement systems and processes
3. Monitor, adjust and report performance
4. Consolidate opportunities for further improvement



## Who this course is useful for

All executive managers or those working towards becoming an executive manager

### Resources for this Course

A **Learning Guide** is provided for this course. It contains notes and can be used for participant's own notes.

### Assessment

There is no formal assessment in this course

### Dates and locations

**Course Dates:** Sydney

For dates please see FMI Public Course Calendar at [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

**Time:** 9am to 4.45pm

Location is close to Sydney CBD. You will be advised of the exact location by email one week prior to commencement.

### Fees

For fees please see FMI Public Course Calendar at [www.frontlinemanagementinstitute.com.au](http://www.frontlinemanagementinstitute.com.au)

### Corporate Versions of this Course

This course can be tailored for corporate requirements as an in-house course.

### Booking

To book, phone +612 9660 0199

Email fmi to find out how we can help you:  
[fmi@managementcando.com](mailto:fmi@managementcando.com)

### Contact frontline management institute

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Location & Post

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