

continuous improvement

fmi course number: FM08

Duration
1 days

.....course overview

There is an increasing need for organisations and their managers continually to raise their performance level. Increased competition, raised customer expectations, powerful market forces, rapid technology developments, rising standards and regulations all contribute to this pressure.

A valuable management approach that has demonstrated its effectiveness is Continuous Improvement. This Course in Continuous Improvement 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.

The course is designed in a way that develops participants' ability to apply the learned principles immediately back in the workplace.

.....key content

- 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. Implement continuous improvement systems and processes
2. Monitor, adjust and report performance
3. Consolidate opportunities for further improvement



Who this course is useful for

All managers working at frontline level from team leaders, supervisors, frontline managers, unit or section managers, customer service or sales managers, divisional unit managers.

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

Assessment for this course is optional. This course can be linked to competency unit *BSBMGT403A Implement Continuous Improvement* (assessed at Certificate IV level) or *BSBMGT516A Facilitate Continuous Improvement* (assessed at Diploma level). Please contact us for further details

Dates and locations

Course Dates: Sydney
For dates please see FMI Public Course Calendar at 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

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:
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