

CONTINUOUS IMPROVEMENT COURSE

"Excellent firms don't believe in excellence - only in constant improvement and constant change."
Tom Peters



OVERVIEW

There is an increasing need for organisations and their managers to continually 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. It helps managers to implement continuous improvement systems and processes in the workplace that provide meaningful and systematic improvements to the business.

This course provides participants with tools and strategies for managing and enhancing continuous improvement.

WHO IS THIS COURSE SUITABLE FOR?

This course is suitable for both managers and team members who will contribute to continuous improvement in their organisation.

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COURSE CONTENT

SESSION	KEY LEARNING CONTENT
Introduction	<ul style="list-style-type: none">- The importance of continuous improvement
1. Lead and implement continuous improvement systems and processes	<ul style="list-style-type: none">- Continuous improvement and the customer value chain- Key performance improvement areas:<ul style="list-style-type: none">- Customers- Suppliers- Systems and processes- Team development- Standards- Kaizen, Lean Manufacturing, Lean Service and Six Sigma- Raising performance levels and benchmarking- A core model for continuous improvement including useful tools- Team driven improvement and high performance teams- Monitor progress of continuous improvement- Improve customer service through continuous improvement- Document and communicate results of continuous improvement
2. Monitor and adjust performance	<ul style="list-style-type: none">- Monitor and adjust performance
3. Manage and provide opportunities for further improvement	<ul style="list-style-type: none">- Ways to overcome problems that may affect continuous improvement- Develop team ownership of continuous improvement- Planning for future improvements- Action plan for continuous improvement in the workplace
Review and application	<ul style="list-style-type: none">- Your action plan for continuous improvement in the workplace

HOW THIS COURSE DRIVES RESULTS

- Enhance productivity and performance levels
- Ensure a competitive organisation that is responsive to increased competition and customer expectations
- Identify key areas for organisational performance improvement
- Allow team members to identify and manage the implementation of improvements

GROUP DELIVERY OPTIONS:

- 1 day face to face OR
- 4 x 90 sessions delivered via Zoom or other video platform

INDIVIDUAL DELIVERY OPTIONS:

- This course is available as a course by coaching.
Contact FMI for more details

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CUSTOMISED COURSES

FMI is able to design a bespoke training course specifically for your organisation.

FMI's team has extensive experience designing courses and programs for clients across a range of industries and for a range of purposes.



FMI can develop workshops, course materials and activities that are designed to meet your objectives. In addition to tailoring content, FMI can design assessment tools and projects.

These programs can be aligned with role descriptions, performance management systems, capability frameworks and other key learning and development standards and programs that the organisation has in place.

FMI is able to customise the program so that it can be presented as an in-house program with your organisation's branding and specific content such as a graduate entry program. Programs can be delivered by FMI or by someone from within your organisation.

FMI can provide capability overviews for each of the modules for your review. Please contact FMI to discuss which modules are appropriate for your management teams

MORE INFORMATION

Reading an overview is often not enough to make a decision about whether that course or program is suitable for you, your team or organisation. Please contact us to discuss your specific challenges, development needs and strategic initiatives. We can advise you on suitable learning and development solutions, even if it includes courses, programs or services not included in our catalogue.

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ABOUT FMI

The Frontline Management Institute (FMI) uses a practical, work based approach to deliver high quality, engaging and flexible management training and coaching that drives results for managers, their teams and their organisations.

With over 20 years' experience designing and delivering, FMI has helped thousands of managers and leaders to raise their standard of work whilst also ensuring organisations achieve a healthy return on investment. We have worked across many sectors including construction, infrastructure, resources, energy, community, health, consumer products and services, government and public services, financial services, technology, media and communications, transport and logistics. We work with people across a range of levels of experience and seniority including:

- Managers and leaders
- Frontline managers
- Team leaders and supervisors
- New managers
- New supervisors and team leaders
- Teams and team members

ENQUIRIES AND BOOKINGS

For more information please contact our friendly team and we will be happy to discuss with you.

Phone: +61 2 9660 0199

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Continuous Improvement Short Course

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