

# Business Improvement Techniques (BIT)



**A business Improvement Techniques (BIT) NVQ involves your employees in improving business efficiency whilst increasing their skills and knowledge at the same time. Organisation who involve staff in the business improvement process usually find higher levels of motivation and lower staff turnover with increased loyalty to their employer.**

## Introduction

The Business-Improvement Techniques Standards have been produced to assist organisations in improving their business activities by applying the tools and techniques of continuous improvement. The implementation of a continuous improvement policy requires the organisation to focus its attention on improving its processes by the elimination of all forms of waste, (which is defined as anything that does not add value for the customer) reduced variation, and defect prevention. The improvements must then be maintained through the standardisation and continuous monitoring of the operations. By ensuring that all activities add value and are standardised a robust quality system is created that; eliminates the risk of defective products reaching the customer, reduces manufacturing costs and improves profitability and competitiveness. The Business-Improvement Awards are available at Levels 2, 3 and 4 and may be achieved by following one of the following pathways:

- Process Improvement
- Quality Improvement

## Objectives:

Through gaining this qualification, your employees will:

- Understand the concept of continuous improvement
- Understand how, by eliminating waste, reducing defects and organising the workplace, there can be a dramatic improvement in business performance
- Gain an awareness of the most up-to-date management thinking
- Learn to identify what needs improving, how to get to the root cause of a problem and how to go about improving it
- Achieve a safer organised workplace.
- Engages all employees in process improvement thus eliminating the 8th waste - not using the skills and knowledge of your workforce.

## Benefits to the Organisation:

- Improved business performance to assist in winning contracts
- Assistance with recruitment and retaining employees
- Reduced costs and waste
- Maximise profits and revenues
- Helps reduce workplace accidents
- Improves employee morale and motivation
- Highlights the skill of the workforce to existing and potential customers

## Benefits to the Employee /Learner:

- The attainment of a nationally recognised qualification
- Helps improve career development/promotion opportunities
- Formerly recognised skills to carry out a particular job
- Gives a sense of achievement
- The qualification can be completed at their own pace

## Target Audience:

It requires a whole organisational approach to business improvement where individuals are trained to involve themselves, through effective team working in continuous improvement techniques. However, this qualification is not just for manufacturing organisations, the continuous improvement tools can be applied in any working environment from the shop floor to the office. The Level 2 award has been designed to cover those people who are:

- Workers involved in business improvement within a team who wish to have their business improvement competencies assessed for certification purposes.
- New employees who have undertaken some business improvement training and are now acquiring experience within a team and wish to demonstrate their competencies for assessment purposes.
- Anyone within the organisation involved with operational effectiveness.

**Content:**

This course explores the concept of continuous improvement.

It demonstrates how eliminating waste, reducing variation and preventing defects through managing quality and process flows, can dramatically improve business performance. It covers the most up-to-date management thinking from the Japanese 5S (workplace organisation) method to the Kaizen (continuous improvement) approach.

The course acknowledges that there's always room for improvement at work - be it major adjustments or small changes and provides arrange of new tools to help your employees identify what needs improving and how to improve it.

**Level 2**

The Level 2 Award has been designed to cover those people who are:

- Workers involved in business improvement within a team who wish to have their business improvement competencies assessed for certification purposes.
- New employees who have undertaken some business improvement training and are now acquiring experience within a team and wish to demonstrate their competencies for assessment purposes

**Level 3**

The Level 3 Award has been designed to cover those people who are:

- Employed as supervisors, team leaders or facilitators and are responsible for carrying out business improvement activities.
- People who through Continuous Professional Development are being prepared to take on staff responsibilities in a Business Improvement environment.
- Other people involved in the Business at all levels who require a more in-depth understanding of business improvement practices.

**Awarding Body:**

Edexcel is a leading UK awarding body for National Vocational Qualifications (NVQs).

**Length of training:**

6 mths

**Course Costs:**

Because of the way Twilight Training & Consultancy Ltd is funded, in many cases costs for this training is obtained by the government, therefore can be provided free of charge to our clients, subject to eligibility

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## BIT List of Units

- Unit 1: Complying with Statutory Regulations and Organisational Safety Requirements
- Unit 2: Contributing to effective Team Working
- Unit 3: Leading Effective Teams
- Unit 4: Applying workplace organisation (5S/5C)
- Unit 5: Applying continuous improvement techniques (Kaizen)
- Unit 6: Creating Flexible Production and Manpower Systems
- Unit 7: Analysing and Selecting Parts for Improvements
- Unit 8: Carrying out Lead Times Analysis
- Unit 9: Creating Visual Management Systems
- Unit 10: Carrying out Value Stream Mapping (VSM)
- Unit 11: Applying Set-up Reduction Techniques (SMED)
- Unit 12: Applying Total Productive Maintenance (TPM)
- Unit 13: Applying Problem Solving Techniques
- Unit 14: Carrying out Statistical Process Control Procedures (SPC)
- Unit 15: Applying Flow Process Analysis
- Unit 16: Applying Policy Deployment (HOSHIN KANRI)
- Unit 17: Applying Value Management (Value Engineering & Value Analysis)
- Unit 18: Applying Six Sigma methodology to a project
- Unit 19: Carrying out Six Sigma Process Mapping
- Unit 20: Applying basic statistics
- Unit 21: Carrying out potential Failure Modes and Effects Analysis (FMEA)
- Unit 22: Applying Six Sigma Metrics to a project
- Unit 23: Producing a Characteristics Selection Matrix
- Unit 24: Carrying out Measurement Systems Analysis (MSA)
- Unit 25: Carrying out capability studies
- Unit 26: Producing Multi Variance Charts
- Unit 27: Applying Hypothesis Testing
- Unit 28: Carrying out Design of Experiments (DOE)
- Unit 29: Carrying out Mistake/Error proofing (POKA YOKE)
- Unit 30: Carrying out Evolutionary Operations (EVOP)
- Unit 31: Applying Central Limit Theorem and Confidence Intervals
- Unit 32: Producing Taguchi Linear Graphs
- Unit 33: Applying Response Surface Methodology
- Unit 34: Applying Quality Function Deployment (QFD)
- Unit 35: Carrying out Project Management Activities

- The complete Structures for Level 2 is shown on the next page.

# Business-Improvement Techniques

## NVQ Units

### Business-Improvement Techniques Level 2 Common Mandatory units for both pathways

Unit: 1: Complying with Statutory Regulations and Organisational Safety Requirements
Unit 2: Contributing to effective Team Working
<b>Pathways</b>



<b>Process Improvement</b>
Unit 4: Applying workplace organisation (5S/5C)
Unit 5: Applying continuous improvement techniques (Kaizen)
<b>Plus 2 more Optional assessment routes where one of these could come from the Quality Pathway</b>
Unit 7: Analysing and Selecting Parts for Improvements
Unit 8: Carrying out Lead Time Analysis
Unit 9: Creating Visual Management Systems
Unit 11: Applying Set-up Reduction Techniques (SMED)
Unit 12: Applying Total Productive Maintenance (TPM)
Unit 13: Applying Problem Solving Techniques
Unit 14: Carrying out Statistical Process Control Procedures (SPC)
Unit 15: Applying Flow Process Analysis



<b>Quality Improvement</b>
Unit 18: Applying Six Sigma methodology to a project
Unit 19: Carrying out Six Sigma Process Mapping
Unit 20: Applying basic statistics
<b>Plus 2 more Optional assessment routes where one of these could come from the Process Pathway:</b>
Unit 14: Carrying out Statistical Process Control Procedures (SPC)
Unit 21: Carrying out potential Failure Modes and Effects Analysis (FMEA)
Unit 24: Carrying out Measurement Systems Analysis (MSA)
Unit 29: Carrying out mistake/error proofing (POKA YOKE)