

Improving Quality and Operations

At Skills Training UK we go further in fully understanding what it is that our employer clients want to achieve from their training. We work as their partner in delivering on that vision, developing stronger employees who work well as individuals and as part of a team.



Why Skills Training UK?

- We are a market leader in the field of employee development, helping to develop productive, well-motivated employees who make an effective contribution to performance.
- Our success is built on delivering proven results for employers including increases in productivity and cost savings.
- Our Trainer Assessors have relevant industry experience. Through a balance of classroom and workplace training they teach the techniques which enable employees to identify and make business improvements.

Who is Improving Quality and Operations for?

This Apprenticeship is for learners who work as, or who want to work as, Business Improvement Co-ordinators, Lean Manufacturing Facilitators, Production Team Leaders or Six Sigma Quality and Reliability Co-ordinators. The Apprenticeship leads to a nationally-recognised BTEC Level 3 Diploma in Improving Quality and Operations and also includes Functional Skills in Maths, English and ICT to Level 2.

What are the training objectives?

The Improving Quality and Operations Apprenticeship gives the opportunity to:

- Develop and demonstrate technical and wider sector-related knowledge to underpin competence in the job. This includes developing wider work-related knowledge in order to support businesses to identify and then deliver continuous and sustainable quality, cost and delivery improvements for existing or new products, processes and/or services.
- Develop and demonstrate a range of technical skills and competencies. This includes the creation of business documents, identifying and analysing waste and implementing a continuous improvement strategy.
- Develop personal growth and engagement in learning through the development of personal, learning and thinking skills (PLTS).
- Have existing skills recognised.
- Achieve a nationally-recognised Level 3 qualification.



“Trainers give learners very good personal and professional support... visits are frequent and timed flexibly.” **Skills Training UK 2014 OFSTED Report**

<< **How does the training work?**

To achieve the BTEC Level 3 Diploma in Improving Quality and Operations the individual must develop competence and knowledge across a broad range of Quality Improvement skills.

Our Trainer Assessor will make regular visits to the workplace to provide guided learning which progresses the apprentice through their qualification.

All training materials are high quality and can be co-branded with any employer.

The training sessions are arranged conveniently with the apprentice to fit with their working day. Sessions can be timed around changing shift patterns or night shifts.

What is involved?

The apprentice must achieve a minimum number of credits to complete their Level 3 Diploma. These comprise of six mandatory units and a minimum number of optional units. See below.

Certain units are assignment or test-based and others are evidence-based, which involves providing evidence of competence and knowledge to undertake the tasks.

Mandatory parts of the Level 3 Improving Quality and Operations Diploma

- Complying with statutory regulations and organisational safety requirements
- Leading effective teams
- Applying Six Sigma methodology to a project
- Carrying out Six Sigma process mapping
- Applying basic statistical analysis
- Applying failure modes and effects analysis (FMEA)

Optional Units

Three optional units must be chosen.

Examples:

- Analysing and selecting parts for improvement
- Carrying out problem solving activities
- Applying lead time analysis
- Carrying out value stream mapping (VSM)
- Applying policy deployment (Hoshin Kanri)
- Applying mistake/error proofing (POKA YOKE)
- Carrying out measurement system analysis
- Producing a characteristic selection matrix
- Producing multi-variance charts
- Applying hypothesis testing

Assessment

Assessment takes place through evaluation of workplace performance, presenting evidence, witness testimony and questioning.

A portfolio of evidence is produced to demonstrate that the employee can perform to the described level. Employees will have a Trainer Assessor who will assist in the preparation of the portfolio.