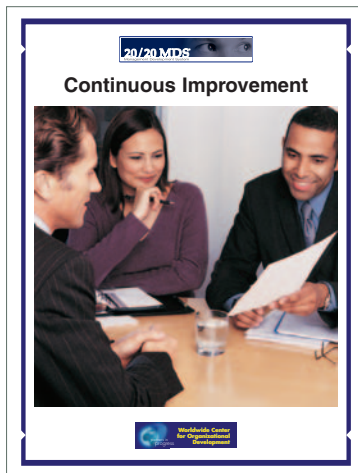


# Continuous Improvement (Level C)



## Underpinning Competencies

- Appraising People and Performance
- Training, Coaching and Delegating
- Setting Goals and Standards
- Identifying and Solving Problems
- Driving Persistence

## Linked Assessments (where applicable)

- Quality Effectiveness Profile

## *Elective*

Many organisations would argue that it is far better “sitting on the touchline”, finding holes in the models, or creating any other historical reason for “staying as we are”, rather than applying continuous improvement concepts. However organisations in this frame of mind are unlikely to survive the next decade.

Those interested in quality, and who are also interested in perfection, are really struggling because the world cannot yet offer you a quality model that is perfect, but we are getting nearer to something we can all buy into.

As you work through this module, we will not be advocating a “quick fix” new model, but will be providing you with an insight into what has gone before, and what exists today, so that you can select or create an approach that works for you and the stage of development of your organisation. You will find it helpful to refer also to other modules in the series, such as “Operations Management” and “Customer Focus”, as the concepts and issues in continuous improvement do not stand apart from these other areas.

## Objectives

At the end of this module you will be able to:

- consider a variety of models relating to continuous improvement
- make recommendations for quality systems which are realistic and appropriate to your customers’ requirements and organisational goals
- apply the principles of consultation, communication and involvement at all levels in the organisation
- set up quality circles or teams in your department or organisation
- use a range of techniques, principles and methods to identify and plan continuous quality improvement